

**FY 2009
State Plan Update
for
Title I
and
Title VI, Part B**

**Michigan Department of Labor & Economic Growth
Michigan Rehabilitation Services
201 N. Washington Square
Lansing, Michigan 48933**

<http://www.michigan.gov/mrs>

STATE PLAN UPDATE
FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM
FISCAL YEAR 2009

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**STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES
PROGRAM**

STATE: **MICHIGAN**

AGENCY: **MICHIGAN DEPARTMENT OF LABOR & ECONOMIC
GROWTH- MICHIGAN REHABILITATION SERVICES**

AGENCY TYPE: **GENERAL** **X** **BLIND** **COMBINED**

SECTION 1: STATE CERTIFICATIONS

- 1.1** The **Michigan Department of Labor and Economic Growth** (name of designated state agency or designated state unit) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended¹ and its supplement under Title VI, Part B of the Act.²
- 1.2** As a condition for the receipt of federal funds under Title I, Part B of the Act for the provision of vocational rehabilitation services, the **Michigan Department of Labor and Economic Growth** (name of the designated State agency)³ agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan⁴, the Act, and all applicable regulations⁵, policies, and procedures established by the secretary. Funds made available under Section 111 of the Act are used solely for the provision of vocational rehabilitation services under Title I of the Act and the administration of the State Plan for the vocational rehabilitation services program.
- 1.3** As a condition for the receipt of federal funds under Title VI, Part B of the Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan⁶, the Act, and all applicable regulations⁷, policies, and procedures established by the secretary. Funds made available under Title VI, Part B are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.
- 1.4** The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the State regarding this State Plan and its supplement.
- 1.5** The state legally may carry out each provision of the State Plan and its supplement.
- 1.6** All provisions of the State Plan and its supplement are consistent with state law.
- 1.7** The **Treasurer, State of Michigan** (title of state officer) has the authority under state law to receive, hold, and disburse Federal funds made available under this State Plan and its supplement.
- 1.8** The **Director** (title of state officer) has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

- 1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

Keith W. Cooley
(Signature)

Keith W. Cooley
(Typed Name of Signatory)

5/21/08
(Date)

Director
(Title)

- ¹ Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073, and 105-220.
- ² Unless otherwise stated, "Act" means the Rehabilitation Act of 1973, as amended.
- ³ All references in this plan to "designated State agency" or to "the state agency" relate to the agency identified in this paragraph.
- ⁴ No funds under Title I of the Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Act and 34 CFR part 361.
- ⁵ Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85, and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.
- ⁶ No funds under Title VI, Part B of the Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Act.
- ⁷ Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

CERTIFICATION REGARDING LOBBYING

Applicants must review the requirements for certification regarding lobbying included in the regulations cited below before completing this form. Applicants must sign this form to comply with the certification requirements under 34 CFR Part 82, "New Restrictions on Lobbying." This certification is a material representation of fact upon which the Department of Education relies when it makes a grant or enters into a cooperative agreement.

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a Federal contract, grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Sections 82.105 and 82.110, the applicant certifies that:

- (a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, Disclosure Form to Report Lobbying," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subgrants and contracts under grants and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certification.

NAME OF APPLICANT

PR/AWARD NUMBER AND/OR PROJECT NAME

Michigan Department of Labor & Economic Growth - Michigan Rehabilitation Services Title I

PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

Keith W. Cooley, Director

SIGNATURE

DATE

Keith W. Cooley

5/21/08

TITLE VI, PART B.

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SIGNATURE

DATE

Keith W. Cooley

5/21/08

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Michigan Rehabilitation Services

Attachment 4.2: State independent commission or State
Rehabilitation Council

Summary of Input Provided by the State Rehabilitation Council

In fiscal year 2007 (October 1, 2006 through September 30, 2007), the Michigan Rehabilitation Council worked to uphold its Mission and achieve its federal mandates as set forth in the Rehabilitation Act of 1973, as amended. This report details the successes and challenges of the Council along with offering recommendations to the state agency.

1. To consult with the Workforce Investment Board on Council functions.

In fiscal year 2006 a member of the Council of Labor and Economic Growth (CLEG), the State Workforce Investment Board, was appointed as a voting member to the MRC. In addition, Jaye Shamsiddeen, Michigan Rehabilitation Services (MRS) State Director, as a member of CLEG and an Ex-Officio member of the MRC shares relevant information. At the request of J. Shamsiddeen, the MRC provided input respective to people with disabilities in the CLEG project, "Low Wage Worker Toolkit", which resulted in the document being updated.

2. To review, analyze, and advise the general vocational rehabilitation program of its responsibilities under the Rehabilitation Act.

ACTIVITIES WITH MRS - (1) Statewide MRS teleconference call related to "front end" (referral, application and eligibility assessment) services (2) MRS Ambassador Team meetings (3) MRS Senior Manager Meetings (4) MRS Long Term Planning Meetings (5) Bureau Leadership Council Meetings (6) Policy Cadre Team - providing input to policy related to threats and acts of violence and the customer myths brochure (7) Presented at an MRS New Counselor Training, "The Training Academy" (8) Review of quarterly MRS casework review reports (9) MRS Marketing group and subgroups related to creating a joint MRC/MRS Annual Report, collecting customer success stories, legislative action, and forms and publications (10) MRS Order of Selection workgroup (11) MRS Impartial Hearings Officer work group (12) MRS Statewide grant review team (13) MRS Orientation Review work group (14) the Quality Improvement Team and (15) Consultation with the MRS Ombudsperson.

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The MRC also facilitated activities in working with the state agency as related to this mandate: (1) Worked with Project Excellence and MRS in planning meetings, distribution and collection of college and vocational training survey data (2) Met with members of the MRS Consumer Cadre regarding implementation of a customer success story project (3) Worked with Project Excellence and MRS on the customer orientation modalities follow up (4) Completed the Mystery Shopper Report and received an affirmative response from MRS (5) Received an update from the Bureau regarding their implementation of recommendations made by the MRC in the 2004 MCTI Student Focus Group Report and (6) facilitated a Central Administration Office Morale session.

GAINING PUBLIC INPUT - The Council utilized the following opportunities to listen, learn, and then represent the gained knowledge during our advocacy work with MRS.

Business Meeting Public Comment:

The MRC has continued to explore options for increasing public comment at its quarterly business meetings. The most successful efforts are seen when the Council and local MRS District Office staff work together to advertise the meetings and make personal contacts to customers, legislators and local community partners. As a result, the Council has had the opportunity to hear public comment from MRS customers and partners about agency successes as well as challenges. MRC members gain insight to the MRS system as they learn first hand about local issues and projects, while being provided with the opportunity for interaction with MRS partners, customers, and staff.

Examples of comments received during fiscal year 2007 Business Meetings:

Kim Stigley of Bay City shared her experience of starting a small business of making jewelry to sell on the internet and at shows as a MRS customer. She described the assistance and support she received from her Counselor and other MRS Staff during the developmental and operational phases of establishing her business as outstanding. Kim also reported that her experience as an exhibitor at the Michigan Rehabilitation Conference through the Customers of MRS Leadership Program was of a huge benefit to her as it was educational, enjoyable and to date the best profit making experience she has had. She

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also really enjoyed seeing people throughout the conference wearing her jewelry.

Kim Hammerding of Battle Creek and Executive Director of Arc - Calhoun County reported that there is a long standing collaboration between the Arc and local MRS office. A current partnership effort is an employment initiative through the Michigan Developmental Disabilities Council to identify opportunities for individuals who have significant disabilities and had been labeled as unemployable.

Joel Cooper of Kalamazoo and the President and CEO of the Disability Resource Center (DRC) stated that this center for independent living was celebrating its 25th Anniversary of serving people with disabilities and their families. Joel shared examples of innovative activities that DRC and MRS have partnered on including: Independent Living and Disability Disclosure workshops and a driving course. DRC has also been working with MCTI Program Managers to educate them about CIL services. He also discussed the collaborative grants between DRC and the local MRS Office for the provision of independent living assessments and participation at MRS orientations.

Merry Battles of Kalamazoo reported that when she was thirty-one it was discovered that she had a blood clot behind her brain. After her surgery, she was unable to walk or talk. At that point, she was a young mother with two young children working full time and needed to start her life all over again. When she found out about MRS, she was suicidal and had lost all hope. MRS told her that they could help. Merry returned to Kalamazoo Valley Community College in 1995. The night before she was to start classes she called her counselor and told her that she couldn't do it. Her counselor assured her that she could, and she did. Merry said that she now has a Master's Degree and has turned her life completely around because of the MRS services offered to her. Merry stated that when she began with MRS she was very angry and her counselor hung in with her through it all. Merry ended her public comment by thanking God for MRS because of the second chance it gave her and her children.

DISABILITY VOICE (DV) - The DV partnership effort consists of a number of statewide organizations that either advocate and/or serve consumers with disabilities. The members are: the MRC, the SILC, the Michigan Disability Rights Coalition (MDRC),

Michigan Commission for the Blind (MCB), the Michigan Commission on Disability Concerns (MCDC), Michigan Protection and Advocacy Services (MPAS), the Michigan Developmental Disabilities Council (MDDC), MRS, and the Social Security Administration (SSA). Since each organization strives to include public input into their respective state plans and/or annual reports, it made economic sense to form a partnership with a mission of gaining consumer input. This effort results in town hall meetings scheduled at various locations throughout Michigan. A local community planning group works in partnership with DV to create the town hall meeting agenda. The Council views this activity as a great resource of citizen input, as well as an empowering experience for the local community members, as they incorporate the results into strategic action plans.

Adrian Disability Voice Town Hall Meeting - On May 16, 2007 approximately 90 people attended one of the two Disability Voice Town Hall sessions offered in Adrian (a rural community in southeast Michigan). A summary report was published which provided participant input surrounding the following themes: housing, healthcare, transportation, education, recreation, personal assistance/community supports, employment, and family supports. Each theme was reported with the following categories: Community Wants and Needs; Community Assets; Potential Allies/Organizations/Groups; Identified Decision-Makers; and Strategies. To review the report: www.mrccouncil.org

EMPLOYMENT FOCUS GROUP (Saginaw, December 2007) - The Council hosted a focus group in the greater Saginaw area in partnership with the local MRS Office and the local center for independent living (Disability Network of Mid-Michigan). While a modality of short answer questions was utilized, participants were able to write their responses and/or make verbal comment to each of the questions. The following questions were utilized by the MRC member who served as the group facilitator:

- 1 - Are you currently employed?
- 2 - How did you find your job?
- 3 - If a friend asked you for help in finding a job, what advice would you give them?
- 4 - If you could change one thing about the Saginaw area job market, what would it be?
- 5 - Do you know about Michigan Rehabilitation Services?

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- 6 - If you know about MRS, what do you think their job is?
- 7 - If you have been a customer of MRS, what was the best part of working with the agency?
- 8 - If you could change one thing about MRS, what would it be?
- 9 - If you were in charge of MRS, how would you go about getting consumer input?

There were evenly mixed responses about MRS from a small group of attendees. For those who were aware of the agency, they understood that MRS helped people with disabilities find jobs. The group described Saginaw as a community with a poor job market, but they knew that you had to stay persistent in a job search. The group concluded that MRS needed to do a better job of letting people know that they exist and provide training for new and upcoming career paths. The last question stimulated a lengthy discussion about the successes and challenges of the MRS service system. The overall theme was related to the need for MRS Counselors to be given more time in their jobs to do what they are good at: counseling!

MEETING WITH THE MRS STATE DIRECTOR - The newly elected Chair and Vice Chair re-instituted a quarterly meeting schedule with the MRS State Director and MRC Liaison. The intention of this meeting is to ensure effective communication between the MRC and MRS as well as to discuss current and future service issues or trends.

MRS STAFFING - The MRC requested and received data related to the Counselor staffing census at each MRS field office. The MRC Executive Director met with MRS Administration to gain understanding of the monthly Counselor staffing report and the related implications. This document will be provided to the membership (with initial training at the January 2008 Retreat). This information will be utilized by the MRC Service Delivery Effectiveness Committee to evaluate the effectiveness of the MRS system.

When the MRC learned that MRS had 17 Counselor vacancies due to a hiring freeze, the Membership sent a letter to the Governor, which informed her of the impact of the situation while also advocating for an exception.

3. **In partnership with MRS develop, agree to, and review State goals and priorities in the State Plan and evaluate the effectiveness of the VR program.**

GENERAL OUTCOMES - The goals and priorities identified in Section 4.11(e) of the fiscal year 2008 Update to the State Plan were jointly developed by the Agency and Council. The Council's role in this work task was augmented by involvement on the MRS Ambassador, Long Term Planning and Executive Teams as well as utilizing input from the membership. During fiscal year 2007, the Mystery Shopper Activity was designed to further identify and provide input to the agency regarding the consistency of their program.

MYSTERY SHOPPER ACTIVITY - In late Spring 2006, the Council began receiving reports from customers, partners, and agency staff that there were "waiting lists" for MRS services in the southeast corner of our state. The Mystery Shopper Activity (MSA) was designed and implemented in an attempt to determine if customers were waiting excessive periods of time to attend MRS Orientation sessions in their respective communities. We also anticipated learning about the MRS standard of Customer Service across the state. Two goals were determined for the MSA: 1 - To determine the timeframe a customer might face when being scheduled for MRS Customer Orientation, and 2 - To experience the customer service received by customers during this initial point of contact at each MRS field office. To review the report: www.mrccouncil.org

4. To advise and assist MRS in the preparation of the State Plan, the strategic plan, reports, needs assessments, and evaluation.

STATE PLAN - MRS determined the need to update the State Plan process beginning with the Plan for Fiscal Year 2008. Upon the invitation of the Bureau, the MRC participated in meetings early in the first quarter to provide input to changes to the process. In addition, as is the practice each year, the MRC reviewed each section of the State Plan and provided input as relevant. The MRC also participated on a State Plan teleconference training convened by Rehabilitation Services Administration. In addition, the Council drafted and approved Section 4.2 of the fiscal year 2008 Update to the State Plan. The MRC State Plan Committee is in the process of determining a design for tracking the commitments and recommendations made in the State Plan by MRS and the MRC.

NEEDS ASSESSMENT - The Council continues its involvement with regard to the Needs Assessment 2008 report. Activities have

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included researching information related to the terms: "unserved & underserved"; determining resources available for analysis; and methods to utilize to gather needed information. The work group is comprised of: MRS staff, Project Excellence Staff, Michigan Commission for the Blind staff, and MRC representation.

GENERAL ADVICE - The MRC advises and assists MRS in strategic planning through participation on their Long Term Planning, Executive, Ambassador and Re-Design Teams. In addition, a member of the Council has been an active participant on one of the Bureau Re-Design Implementation work groups.

5. To conduct a review and analysis of consumer satisfaction.

CUSTOMER SATISFACTION SURVEY

MRS has entered into a grant agreement with Project Excellence (PE) (created by Michigan State University, Department of Education, Office of Rehabilitation and Disability Studies) to serve as the MRS external program evaluation and consultation component. PE continues to effectively partner with the Council in the design and implementation of the Customer Satisfaction Survey. The MRC received the Customer Satisfaction Survey Report for Fiscal Year 2006 in September 2007 and is working on the review and feedback to MRS.

ANECDOTAL CUSTOMER SATISFACTION DATA

The MRC collected anecdotal customer satisfaction information through the following activities: (1) Employment Focus Group in Saginaw (2) Disability Voice (3) Exhibiting, attending and facilitating the Customer Leadership Program at the Michigan Rehabilitation Conference (4) Exhibiting and attending the Transition Conference (5) Public Comment received at Business Meetings (6) E-mails and phone calls received at the MRC office and (7) Customer Focus Group designed to gather information for the MRS Long Term Planning environmental scan process.

The common overarching themes included: customers of MRS want quality employment opportunities with benefits; customers want Counselors with more time to counsel, rather than working on administrative tasks; partners recognize the MRS Counseling Staff as the most dedicated, talented and committed professionals with whom they work.

MRS LONG TERM PLANNING - Customer Focus Group - The MRC

Executive Director represented the Council on the MRS Long Term Planning (LTP) Group which lasted for approximately 18 months. The overall charge for this group was to determine the priorities and subsequent goals for the MRS service delivery system. One of the work tasks was to conduct an environmental scanning process related to the internal and external functions of the agency. Focus groups were designed as one of the modalities to gather environmental data.

In May 2007, the Council took the lead on hosting a Customer Focus Group by inviting those individuals who had participated in the Michigan Rehabilitation Conference Leadership Program. The LTP group had designed seven questions to be used in all focus groups. The focus group process included the opportunity for each member to respond to the question, which was followed by group discussion and determination of the top 4 - 5 issues. The following summary depicts the priority issues chosen by the focus group members.

1. *The Bureau vision and mission can be accomplished by being the best at _____? (Individuals were asked to respond to this open-ended question.)*

Input and communication from customers, learning about the optimal manner in which services need to be offered and provided; and counselor expertise and being flexible as they work with customers for quality employment outcomes.

2. *How can MRS manage, maximize, and expand resources to enhance customer employment outcomes?*

Community partnerships - true resource collaboration between agencies that share customers; and educating congress and legislators.

3. *Which strategic partnerships would allow MRS to better achieve its vision and mission?*

Customers, Veteran's Administration and Corrections.

4. *With limited employment options in Michigan's depressed and shifting economy, how can MRS prepare customers to achieve quality employment outcomes?*

Life long learning skills; and motivated, excited counselors who support customers and engage in continual training so that they are well educated on current issues and challenges of persons with disabilities.

5. *To what extent should MRS services and resources be dedicated to promoting independence of people with disabilities?*

All services and resources should be viewed as leading to and impacting a customer's choice for quality of an independent lifestyle.

6. *What best practice technologies are available to enhance services to customers?*

Counselors should have a mechanism to share their best practices; more on-line options for job exploration etc. at the MRS website or at the use of a computer at the local office; e-learn for customers - created in partnership with customers; and laptops and internet access - partner with corporate America to provide computers, software, training, and internet access for all customers.

7. *How can the Bureau best address the technological disadvantages faced by people with disabilities?*

MRS should conduct a technology assessment to determine what the disadvantages are and then ask for customer input; MRS should provide at least the expertise of what cutting edge technology is out there; and MRS should have someone that is educated with the latest information about employer incentives (tax breaks, etc.) for people with disabilities and educate customers about these opportunities.

Summary of Customer Benefits:

After determining the above priority responses, the Focus Group Members reached unanimous consensus on what they believed their responses would provide to the average customer of MRS: confidence, empowerment, independence, success, and an overall increase in quality of life.

6. To prepare and submit an annual report to the Commissioner of the Rehabilitation Services Administration, the Governor, and the public.

The Annual Report for fiscal year 2007 was submitted to the Rehabilitation Services Administration in the second quarter of 2008.

7. To coordinate with other councils, as specified by the Rehabilitation Act.

GENERAL OUTCOME: The following partnerships continued to be strengthened during fiscal year 2007 through coordination of activities and participation in partner events:

Advisory Council on Mental Illness (ACMI): The MRC is awaiting a response from the Department of Community Health regarding membership for ACMI. It is expected that this situation will be resolved during fiscal year 2008.

Michigan Commission on Disability Concerns (MCDC): The MRC staff continued participation on the steering committee for the annual Youth Leadership Forum facilitated by the MCDC. The MRC has continued to be an active participant in the Invest in Abilities initiative, dedicated to designing statewide activities for the federally recognized week.

Michigan Developmental Disabilities Council (MDDC): Staff from the MDDC and members of Saginaw area RICCS conducted a presentation at the December MRC Business Meeting. The MDDC and the MRC share a member who has been appointed by the Governor to both Councils. This member has utilized the opportunity to enhance communication to each Council as well as initiated future discussion about a joint statewide employment visioning session for other partners in the disability community. MRC also attends MDDC Business Meetings as schedules allow.

MI Job Coalition: Attendance at the meetings for this statewide disability community effort continues to provide a valuable resource on the progress, needs and impact of Michigan legislation designed to assist persons with disabilities receiving social security benefits return to work and maintain their health benefits.

Michigan Statewide Independent Living Council (MISILC): Staff members attended each other's Business Meetings; reports regarding each Council's activities were facilitated through a jointly appointed Council Member; the Executive Directors of each Council have held a meeting with plans to implement a regular schedule; and MRC members and staff provided input to the State Plan for Independent Living through a variety of activities.

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Michigan Transition Services Association: The MRC attended the annual conference as a participant and exhibitor, gaining useful updates on transition issues across the state. In addition, feedback was garnered from participants about their experiences when working with MRS Counseling staff, which was overwhelmingly positive.

Michigan Works Association (MWA): The MRC sent correspondence to Dell Alston of the Department of Labor and Economic Growth regarding Council concerns with hiring for the Disability Navigator positions at the One Stop Service Centers. The MRC has continued to track this issue through input received at a subsequent Business Meeting from the State Director as well as through participation on the MWA Disability Sub-Committee. The Sub-Committee is also tracking progress on the One-Stop Inclusion Report Recommendations.

Special Education Advisory Council (SEAC): The Council Staff continue to attend the SEAC meetings and relays pertinent information to the membership.

OTHER STATEWIDE ACTIVITIES - The MRC also continued participation in the following Statewide activities: (1) Advocate Summit (schedules and facilitates) (2) Connections for Community Leadership (3) Common Disability Agenda (4) Disability Caucus (5) Howell Group (6) Michigan Rehabilitation Counselors and Educators Association Board (7) Michigan Rehabilitation Association Policy Committee (8) Michigan Association of Multicultural Rehabilitation Concerns (9) Michigan Association of Rehabilitation Support Staff (10) MI Connections (11) Roberts Rules of Order Group (12) Attendance and presentation at the Michigan HIV/AIDS Council Meeting and (13) Attendance at a State Budget Forum.

NATIONAL ACTIVITIES - The National Coalition of State Rehabilitation Councils (NCSRC) was established during this fiscal year. A core group of states organized a Steering Committee which developed the Mission, Vision, Core Values, and By Laws in an attempt to organize this partnership effort. The bi-yearly CSAVR Conferences held in San Francisco (November 2006) and Bethesda (April 2007) provided opportunities to determine SRC priorities and needs which were shaped into a strategic plan. The membership supports the continued involvement of their Executive Director in working with the

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NCSRC Steering Committee to enhance the development of the national organization. Future efforts will be focused on implementation of the strategic plan, expansion of time dedicated to SRCs at the CSAVR Conferences and the sharing of best practices.

8. To provide coordination between MRS, the State Independent Living Council and independent living centers.

GENERAL OUTCOMES: The MRC is an active participant on the Quality Improvement Team convened by MRS to provide technical assistance and other resources to Centers for Independent Living (CILs). MRC is also represented on the CIL Total Continuous Quality Improvement Team, which is working to finalize the follow up needed on site reviews conducted at the CILs over the previous two years. The MRC continues to serve as an active participant on the annual CIL grant review team.

9. To perform other functions, consistent with the Rehabilitation Act, as the council determines appropriate.

MICHIGAN REHABILITATION CONFERENCE - The Council has continued its involvement in many facets of the Michigan Rehabilitation Conference hosted by the Michigan Rehabilitation Association (MRA) and MARO Employment and Training Association (the trade association for community rehabilitation programs). This annual conference is nearly three days long, with over 100 workshops and keynote speakers, and has approximately 800 attendees. In November 2006, the Council continued as a theme partner to the Conference, facilitated the Customers of MRS Leadership Program and hosted an exhibit. The impetus for the creation of the customer program was to provide an educational leadership opportunity to those individuals who are working toward a successful completion of their employment plan with their MRS Counselors. The anticipated outcome of the Program is threefold: (1) To increase customer participation at the Conference as attendees and exhibitors (2) To provide customers the opportunity to attend sessions, market their businesses, gain knowledge about vocational rehabilitation, network and interact with individuals who share common experiences and (3) To enhance both their personal and professional leadership skill development. The proposal called for the Program to be funded by MRS and facilitated by the MRC. The Program was enhanced this year through the addition of customer peer mentors. To review the report: www.mrccouncil.org

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MRS SUCCESSES - The collection of MRS Best Practices and Customers of MRS Success Stories has begun with the establishment of a data base by the Council. During fiscal year 2008, the MRC will publicize this opportunity to all MRS staff. The practices and stories will be utilized for sharing with MRS staff and for future advocacy and educational efforts.

MRC STRUCTURE:

Daily Business Operations - The MRC physical plant is managed in an office suite which is autonomous from the state agency. The three staff members (Executive Director, Program Director and Executive Assistant) strive to assure the success of the MRC membership as they work toward the achievement of the federal mandates. In the event that Council members have competing priority commitments to their lives outside of their MRC responsibilities, the staff can step in and represent the membership.

FY 2008 MRC Budget - The Budget was approved by the membership in June 2007, with successful negotiation with the state agency achieved in July.

Business Meetings - In the midst of this fiscal year, the Council operations were challenged by the budget restrictions for in-person meetings and related travel expenses imposed by the Michigan Governor's Executive Directive. Despite the fact that our budget operates outside of state government, the membership determined that they needed to respect the directives and update their annual Business Meeting calendar. Instead of the mandated four meetings (typically held in person), the membership determined that three in-person meetings, the two-day Retreat and one teleconference meeting would support the Governor's intentions. Following is a summary of the business meetings held in fiscal year 2007. Though membership recognized the importance of upholding austere budget practices, they determined it was critical to hold meetings so that they were well informed about the MRS service environment.

The MRC conducted its first quarter Business Meeting in December 2006 in Saginaw. MRS District, Site Managers and staff presented at the meeting, with public comment received from MRS partners and customers. The membership was informed

that the fiscal year 2006 financial review was completed with no exceptions noted.

The MRC conducted its second quarter Business Meeting in February 2007 in Kalamazoo. As in December, MRS District, Site Managers and staff attended the meeting and informed the membership of district activities. Public comment was also received from MRS partners and customers. During the two days prior to the Business Meeting, the membership conducted their Annual Retreat, with activities designed to further the "team" focus as well as educational sessions relevant to the State Plan, the MRC Strategic Plan and Project Excellence.

The third Business Meeting was held in early June 2007 via teleconference. This meeting provided a venue to move the MRC business forward, while having fruitful discussion about the impact that the Michigan economic crisis was having on the public VR system.

The final Business Meeting took place in person in July 2007 in Okemos. The membership took action on a number of issues including: the assignment of a new MRS Executive Team member from DLEG; the 2008 Business Meeting schedule; and the Annual Election. The Council may re-evaluate their business meeting plans for the upcoming year. In the interim, a number of the MRC committees have held in-person, one-day meetings to further the tasks of their work plans.

MRC Committee Structure 2007: Executive, Partners & Legislature, Service Delivery Effectiveness, State Plan, Annual Retreat Planning Team, Annual Report Team, and Needs Assessment Sub Work Group.

MRS FOCUS AREAS:

The MRC reaffirmed the following six areas of the MRS Service System which we believe are critical to customer success: Strategic Partnership; Consumer Input, Needs and Satisfaction; Michigan Department of Labor and Economic Growth Action Plan; Human Resources; Service Delivery System; and Community Collaboration and Grants.

1 - Strategic Partnership

The Council benefits from a mutually respectful relationship with the agency. During the past fiscal year, we have experienced increased opportunities to be involved at various

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levels of MRS. The result has been evidenced as both parties have profited from improved awareness and an expanded knowledge base, as we work in partnership to determine the best outcomes for the customers being served. The MRS Long Term Planning work group was instituted in 2007, with the MRC Executive Director asked to serve as the customer voice representative. The outcome for this effort was to establish a strategic plan which would augment the development and continuous improvement of the MRS service system. One work task for the group was to conduct an environmental scan to collect information related to public VR from local and statewide partners; MRS staff; customers of MRS; the MRC; and publications. A synthesis of the input determined themes which drove the creation of each goal and related strategies. The MRC anticipates that the implementation of this plan in fiscal year 2008 will have a positive impact on the customer experience.

As an Ex-Officio member to the Council, the MRS State Director is scheduled for a portion of time on each Business Meeting Agenda. This time has been utilized for an update on current issues, along with open dialogue on a variety of topics, critical to the Bureau.

The MRC understands the MRS funding limitations with regard to our previous recommendation about the completion of ADA compliance site reviews. We would suggest that each MRS office utilize the ADA screening tool included as an appendix in the One Stop Inclusion Workgroup Final Report (which was recommended for use by the MI Works! Service Centers) to complete a "self evaluation". We believe that this process would provide baseline information about access at each MRS Office.

2 - Consumer Input, Needs and Satisfaction

Project Excellence (PE) is a program evaluation project dedicated to the development and continuous improvement of the vocational rehabilitation system in Michigan. A grant from MRS has established this external service, which at agency direction provides a myriad of new and ongoing evaluation projects with consultation to the agency. We continue our support of the agency's funding commitment to PE as the external source for program evaluation projects.

The Council anticipates revisiting the MRS Customer Satisfaction Survey tool and process with PE staff during

fiscal year 2008. We expect to once again initiate dialogue about the best way to gain input with those customers who "drop out" of the MRS service system prior to closure.

A Needs Assessment (NA) work group was established in late fiscal year 2007. The members include: MRS staff, MRC members and staff, PE staff and staff from the Michigan Commission for the Blind. A work plan was designed to utilize needs data available from sources such as Disability Voice Town Halls, the Michigan Developmental Disabilities Council Supported Employment Report, and the Cornell University Disability Data Report for Michigan. This extant data will be reviewed, analyzed and utilized to form recommendations. It is anticipated that the NA will be finalized in April 2008. We believe that this effort should provide additional insights for MRS staff through a more global perspective of the challenges and needs of persons with disabilities as they strive for a quality lifestyle. We look forward to their use of the NA findings into their continuous improvement efforts.

3 - Michigan Department of Labor & Economic Growth Action Plan

The state agency (MRS) is housed (as a bureau) under the Department of Labor and Economic Growth - MDLEG. It is evident that MRS has gained the respect of their DLEG colleagues as they are resourceful contributors at many levels of Departmental activities. Each DLEG Bureau is expected to create an Action Plan designed to include goals and strategies to serve as their operational plan for the fiscal year. The MRS Ambassador Team drives the plan, which includes MRC representation.

The Michigan Governor created a new bureau, the State Office of Administrative Hearings and Rules (SOAHR) in an effort to consolidate all hearings conducted throughout state government into one entity. This change was expected to impact the internal MRS hearings process with regard to the Council being involved in the selection of the Hearings Officers. A number of meetings have been convened to negotiate a Memo of Understanding between the MRC, MRS and SOAHR. It is anticipated that by early fiscal year 2008 the agreement will be finalized for implementation.

4 - Human Resources

The MRC is encouraged by the findings that the MRS personnel characteristics related to minority and disability populations are near the U.S. Census demographic percentages

for Michigan. The Council expects to work with the agency to develop and effect a recruitment strategy directed towards hiring a greater number of staff with disabilities and of racial diversity.

During this fiscal year, a number of Governor Directives were enacted which negatively impacted the agency's ability to hire, train, and provide professional development opportunities for seasoned staff. The staff of MRS are to be commended for their efforts to effectively manage the impact of 40 - 50 vacancies statewide, while having limited negative impact on customers. It is anticipated that as the Michigan economy continues its recovery, the Governor will rescind the directives allowing MRS to revitalize hiring and subsequent training and/or professional development opportunities.

The Council recognizes that when the agency does have the opportunity to fill MRS Counselor vacancies, they are challenged to find candidates with the required credentials (Masters in Rehabilitation Counseling with a CRC). It is expected that during the next fiscal year, MRS will invite the Council to join them in discussion to determine how to proactively manage this situation.

MRS Counselors consistently report their desires for increased professional development, especially related to updating their skills to meet the ever changing employment environment. In addition, they would like to be afforded increased opportunities to provide their opinions and thoughts about the continuous improvement of the MRS system. In the upcoming fiscal year, the MRC will engage in discussion with the MRS administration to determine mechanisms that could be designed to take advantage of this vast resource of knowledge and experience in the field.

5 - Service Delivery System

The Council maintains its belief that the practice of informed choice is one of the most critical aspects of the entire rehabilitative process between the customer and counselor. We appreciate the agency's efforts to incorporate this practice into their New Counselor Training Academy and other opportunities designed to enhance staff competencies.

The implementation of the MRS College Financial Needs Test for those customers pursuing higher education or training programs resulted in the Council creating a short term work group composed of the MRC members and staff, MRS staff and

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the Project Excellence Director to determine the impact on customers. The workgroup charge was achieved in the creation and distribution of a survey tool to the counseling staff. The data has been cleansed, summarized and the MRC will release a report of the findings with recommendation by early Spring, 2008.

The Orientation Follow Up Project work team (with the MRC Executive Director, a MRS Division Director, and the Project Excellence Director) completed the survey process, with findings published in a report which was disseminated to the Council and all MRS staff. The primary recommendations of the Orientation Follow Up Report were focused on providing consistent messages between the Orientation PowerPoint presentation and the Customer Handbook. In fiscal year 2008, it is expected that a sample of the MRS Field offices will be drawn and visited by a MRC member who will observe and critique the Customer Orientation process.

One of the MRC Ex-officio members is the MRS Ombudsperson and Hearings Manager. Not only does this staff person provide quarterly reports at the MRC Business Meetings regarding systemic issues and any formal hearings or mediations held, they are also a valued and active member of the MRC State Plan committee. As a result of the effective dispute resolution skills of the Ombudsperson and the field staff there was only one hearing during fiscal year 2007.

The CAP Director continues as a MRC member. The input garnered from the CAP related to the MRS service delivery system has enhanced the MRC committee dedicated to enhancing the equity, effectiveness, and quality of agency services. In late 2007, the CAP Director resigned their position and the MRC began facilitating the Governor's Appointment process with the new CAP Director. As this person awaits appointment, the MRC Executive Committee decided to "appoint" them to serve in an Ex-Officio capacity, so they have a voice at the table, as they wait to gain voting status.

The state agency indicates that it is able to continue serving all order of selection categories. As the demand for MRS services continues to increase and the state funding levels decrease, the agency is forced to garner additional cash match agreements to secure the available federal funds. The Council's concern regarding this shift is that this paradigm dilutes the general service funds and targets monies to specific populations. The Council would welcome the

opportunity for discussion with MRS administration regarding the establishment of standards for total cash match percentages. Our concern is that as cash matches increase, the monies available for services to the general population are reduced.

As the Michigan economy revealed significant deficits, the Governor instituted a number of directives which placed challenges on the MRS system. A work group was convened to study the full scope of establishing priority services for customers in Michigan. The MRS Executive Team, the MRC Chair and Executive Director met monthly to become educated about order of selection for services (OSS) and then worked to determine the red flags which would reveal stressors within the MRS system. These flags led to the identification of two triggers: the lack of either financial or staff resources, which would put the MRS system into an order of selection. The work group reached unanimous consensus that we would work to avoid OSS. It is important to note, that as the Governor's directives continued to restrict hiring staff, the MRS leadership worked diligently to educate administrators in their department about the need for an exemption from the hiring freeze.

6 - Community Collaboration and Grants

MRS maintains their strong commitment to ongoing collaborative efforts with the independent living (IL) partners of Disability Network Michigan (DNM) (formally the Michigan Association of Centers for Independent Living) and the SILC. The MRS Long Term Planning process resulted in Mission and Vision statements, along with goals which embodied the independent living philosophy and the importance of effective partnerships with Centers for Independent Living.

The Resource team comprised of MRS, MCB, MDLEG, DNM, SILC, MCDC, and the MRC continues to meet and discuss strategies to receive additional general funds from the state. The outcome for this team has been to educate and approach the financial decision makers within state government for an increase in general funds for the two VR agencies and the Centers for Independent Living. It is expected that as the State's economy recovers, general fund dollars will become available for VR and the CILs.

The MRS Consumer Cadre was established three years ago to ensure that the agency has staff dedicated to the voice of the customer and who maintain an active presence with

statewide partners. Through attrition the Cadre has been reduced by 50%. It is hoped that, as MRS is able to begin filling staff vacancies, the Cadre will be resurrected, as historical experiences have shown that the MRC has benefited from working with members of the Cadre on a variety of projects which have positively impacted customers.

The Director of the Section 121 Project at the Hannahville Indian Community in Wilson, MI continues as a MRC member. In addition, she has been appointed to the SILC. The active involvement of the 121 Project Director with the MRC has led to a greater understanding for the membership and agency of the cultural experiences related to providing VR services in a Native American community which has traditionally been unserved or underserved. We encourage MRS to continue the expansion of their efforts within the untapped resources found within the American Indian Communities across our state.

Though MRS has suspended new applications for Innovation and Expansion (I&E) grants for local community or statewide efforts, the Council recommends that this aspect of grant making be revisited. The grants given to community rehabilitation programs (CRP) reflect the priority MRS has given to fund local community programs. The MRC views both of these funding streams as having the propensity to greatly impact the resources available within a given locale.

CLOSING COMMENTS:

After summarizing the MRC accomplishments and offering our input on the various aspects of the MRS system, the public VR system in Michigan strives to uphold their Mission as they serve people with disabilities. The agency strength is seen in their efforts to champion the value of partnerships. The MRC finds that these practices serve to enhance the agency service system in the direction of quality employment outcomes. Two sets of recommendations follow, the first are "continuing recommendations" and the second are "new recommendations". It is important to note that as it is appropriate, the Council will work in partnership with MRS on the following recommendations.

Our *continuing* recommendations to MRS:

- 1 - Agency support for the successfully established Customers of MRS Leadership Program. This scholarship program was highly successful in fiscal year 2007. It was placed on hold in FY 2008 as a result of the Governor's fiscal

directives and suspension of grants. The Council continues to find huge value in this program and continues to work with its non profit arm to identify additional funding sources.

- 2 - Agency support for MRC involvement in the design and implementation of the plan to educate both MRS staff and partners on the order of selection work group findings.

Our new recommendations to MRS:

- 1 - Agency support to develop strategies (with the MRC) which will increase racial and/or disability characteristics when recruiting and hiring qualified personnel.
- 2 - Agency support to discuss mechanisms that could be designed to take advantage of the experiences and practices of the counseling staff.
- 3 - Agency support for discussion regarding the revitalization of the Consumer Cadre.
- 4 - Agency support to establish standards for cash match agreements.
- 5 - Agency support for physical and programmatic site reviews utilizing the ADA screening tool created for the Inclusion Report regarding one stop service centers and returning the findings to the Council.

It is evident that the established, yet continually evolving relationship between the MRC and MRS is a partnership based on mutual respect and trust. The MRC believes that this partnership reveals how the spirit and vision of Section 105 of the ACT has been implemented in Michigan. The ongoing commitment of MRS to the Council is evident. They view our input as value added to their agency, all while embracing our autonomy and celebrating our accomplishments. This partnership effort should serve as a national model of how other state VR agencies cannot only establish, but empower the SRC to be one of their strongest allies to both the agency and its customers.

We recognize that the true benefit of the MRC and MRS partnership reveals itself in an effective service delivery system created to ensure that Michigan citizens are receiving

services which strive to assure their dignity, their choice, and their acquisition of a quality employment outcome.

MICHIGAN REHABILITATION SERVICES (MRS) RESPONSE:

MRS continues to appreciate the collaborative and mutually respectful partnership with MRC. We appreciate MRC's continued partnership with MRS for joint planning, continuous improvements, and strategizing. MRS and MRC communication continues to be open, honest, and effective. It is well accepted that MRC's recommendations for program improvements are based on a foundation of promoting equitable, excellent customer service and outcomes.

Most of the MRC recommendations are very familiar to MRS, have been the subject of ongoing discussions, and to a large extent have been incorporated into MRS' draft strategic plan, developed jointly with MRC representation. MRS's formal response to the specific recommendations follows:

1. MRS supports continuation of the customer leadership development program, sponsored by MRC. We appreciate the initiative taken by MRC to postpone this initiative this year, due to state executive orders and spending restrictions. It is the intent of MRS to continue to support this program, contingent upon available funds, and state and department spending authorities.
2. MRS values cultural, ethnic, and disability diversity among its staff. We welcome the opportunity to engage in joint evaluation, planning, and recruitment to promote this goal. However, we need to start from a base of current status and then determine continuous improvement goals, whether it be acquisition and/or retention. Currently MRS's staff is comprised of 28% ethnic minorities, 35% of MRS counselors are ethnic minorities, with 43% of JET counselors representing ethnic minorities. We have initiated a self disclosure survey to obtain more credible data on disability representation. Until we have conclusive data, we cannot target improvements or determine appropriate interventions. Hopefully, we will accomplish both in partnership over the forthcoming years, being mindful of legal and Civil Service requirements.
3. With half of the Consumer Cadre departed (two of four), it is very appropriate to reassess the return on investment of this team and determine future plans. An assessment of

Cadre achievements related to initial objectives is in process and will be shared with MRC upon completion.

4. From discussion, MRS interpreted MRC's concern with cash match agreements to focus on service equity. MRS has existing standards for cash match equity, which have been operational for at least ten years and have been progressively successful in achieving increased statewide equity of cash match funds, services, and programs. The issue seems to be the heavy reliance of MRS on cash match, due to limited state match funds (lowest in the nation), and the increasing percentage of the case service budget linked to cash match. MRS has indeed been challenged to assure services are not skewed by this heavy reliance on cash match agreements, but we have gained some success in using certain strategies, such as prioritizing statewide agreements and agreements that are more flexible in serving the general population. The question of when a state says "no more cash match" and fails to match all federal funds is complex with far reaching implications. It is worthy of full discussion and planning with MRC and has been on MRS's radar screen for the past several years.
5. By all means, if MRS advocates for physical and programmatic accessibility of workforce system partners, (including One Stop Centers), public VR should be models for accessibility. MRS supports this self-assessment and may consider seeking external partner assistance, such as centers for independent living and MRC, to accomplish this task. Findings and plans could easily be shared with MRC for joint deliberation of any action needed. The major challenge to this task is timing, given our current focus on filling critical vacancies and training staff for prompt and excellent customer service.

As we have worked with MRC to complete long-term planning, we have become acutely aware that successful program management and excellent customer service requires, among other things, focus and discipline. We have learned from past experience, when we try to "juggle" too many priorities at one time, we don't do well in any of them. We appreciate MRC's continued support of our need to prioritize and manage operations for maximum efficiency and effectiveness, to minimize staff burnout, and to enhance customer outcomes.

Attachment 4.7(b)(3): Identification of the Types of
Activities to Be Carried out under a
Waiver of Statewideness.

MRS has developed a policy for the development of activities to be carried out under a waiver of statewideness, which applies to our Cooperative Cash Match Agreements. This policy is based on Section 101(a) of the Rehab Act and 34 CFR 361.26 and 361.28 regulations. The MRS state policy includes the following criteria:

- (1) The non-federal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization, or individual;
- (2) The goal of the provision of services is to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments or from particular ethnic populations that have traditionally been underserved by the agency, and other target populations identified in the Rehabilitation Act, such as students with disabilities needing transition services;
- (3) We request a waiver of statewideness on an annual basis in order to provide services to such target groups as described above. The MRS policy requires each agreement to describe the services to be provided to the individuals, contain written assurances as signed by the local public agency that it will make available to the agency the non-federal share of funds, contain written assurance that agency approval will be obtained for each proposed service before it is put into effect, and contain written assurance that the agreement will comply with all state plan requirements for services approved under the waiver, including the state's order of selection requirements.

1. School District Agreements

These joint agreements provide coordinated vocational rehabilitation and special education services to eligible youth with disabilities, especially significantly disabled youth, from the intermediate school district (ISD) or with local educational agencies. Emphasis is placed on students in need of transition service planning. The agreements

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provide for a variety of rehabilitation services, as needed. Referrals are from local high schools or ISDs.

The following school agreements are in effect during FY 2008 and are renewed annually. A small number of new agreements may be added in FY 2009, for which waivers of statewideness will be sought.

| <u>Intermediate/Local School District</u> | <u>MRS District</u> |
|--|---------------------|
| Ann Arbor Public Schools | Ann Arbor |
| Hillsdale Co. ISD | Ann Arbor |
| Jackson Co. ISD | Ann Arbor |
| Jackson Pub. Schools Spec. Ed. | Ann Arbor |
| LESA WSC-Liv | Ann Arbor |
| LESA - Special Ed., WSC-Wash, WSC-LIV | Ann Arbor |
| Lenawee ISD-Youth Placement | Ann Arbor |
| Lenawee ISD | Ann Arbor |
| Livingston County Schools Project | Ann Arbor |
| Washtenaw ISD-MAP | Ann Arbor |
| Washtenaw ISD (3) | Ann Arbor |
| WISD/WSCI/WASH | Ann Arbor |
| Wayne Co. RESA-Detroit Public Schools | Detroit East |
| Maxey Boys Training School | Detroit West |
| Genesee ISD | Eastern MI |
| Huron ISD | Eastern MI |
| Lapeer County ISD | Eastern MI |
| Sanilac ISD | Eastern MI |
| St. Clair ISD | Eastern MI |
| Tuscola ISD | Eastern MI |
| Kent ISD - ASSETS | Grand Rapids |
| Kent ISD - Lions-Deaf/HH | Grand Rapids |
| Kent ISD - Transitions | Grand Rapids |
| Ionia Transitions | Grand Rapids |
| Clinton Co. RESA | Lansing |
| Eaton ISD | Lansing |
| Ingham ISD (including Lansing School District) | Lansing |
| Shiawassee RESD | Lansing |
| Anchor Bay Schools | Macomb |
| Armada Schools | Macomb |
| Center Line Public Schools | Macomb |
| Chippewa Valley Schools | Macomb |
| Clintondale Schools | Macomb |
| Fitzgerald Public Schools | Macomb |
| Fraser Public Schools | Macomb |
| L'Anse Creuse Public Schools | Macomb |
| Lincoln High School | Macomb |

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|-------------------------------------|--------------|
| Macomb Academy | Macomb |
| MISD/Autism Program | Macomb |
| MISD/Deaf Programming | Macomb |
| MISD/Lutz (2) | Macomb |
| MISD/Neil Reid School | Macomb |
| MISD-Warren Woods-POHI | Macomb |
| Mt. Clemens School | Macomb |
| New Haven High School | Macomb |
| Richmond High Schools | Macomb |
| Romeo Community Schools | Macomb |
| South Lake Schools | Macomb |
| Southwest Macomb Tech Ed. Con | Macomb |
| Warren Consolidated Schools | Macomb |
| Delta Schoolcraft ISD | Marquette |
| Dickinson-Iron ISD | Marquette |
| Eastern UP ISD | Marquette |
| Gogebic-Ontonagon ISD | Marquette |
| Marquette-Alger ISD | Marquette |
| Menominee ISD | Marquette |
| Bay-Arenac ISD | Mid-Michigan |
| Clare-Gladwin RESD | Mid-Michigan |
| Midland Co. ESA | Mid-Michigan |
| Saginaw ISD | Mid-Michigan |
| Charlevoix-Emmet ISD | Northern MI |
| Cheboygan Area Schools | Northern MI |
| C.O.O.R. ISD (2) | Northern MI |
| ESD-AMA | Northern MI |
| ESD-COP | Northern MI |
| Gaylord Comm. Schools | Northern MI |
| Iosco-Voc/Se/RESA | Northern MI |
| Traverse Bay Area ISD (2) | Northern MI |
| Wexford-Missaukee ISD | Northern MI |
| Bloomfield Hills Public Schools (2) | Oakland |
| Huron Valley School | Oakland |
| Oak Parks School | Oakland |
| Oakland Schools | Oakland |
| Rochester Comm. Schools | Oakland |
| Royal Oak Public Schools | Oakland |
| W. Bloomfield Schools | Oakland |
| Berrien Co. ISD | Southwest MI |
| Branch ISD | Southwest MI |
| Calhoun ISD | Southwest MI |
| Calhoun ISD - ARC | Southwest MI |
| Cass Cty ISD | Southwest MI |
| Kalamazoo RESA | Southwest MI |
| St. Joseph Co. ISD | Southwest MI |
| Van Buren ISD | Southwest MI |
| Dearborn Public Schools | Wayne |

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|---------------------------|--------------|
| Monroe Co. ISD | Wayne |
| West Wayne Skills Center | Wayne |
| Wayne Co. RESA | Wayne |
| Allegan ISD | West Central |
| Baldwin Community Schools | West Central |
| Mason/Lake ISD | West Central |
| Montcalm ISD | West Central |
| Muskegon Area ISD | West Central |
| Oceana ISD | West Central |
| Orchard View Schools | West Central |
| Ottawa Co. ISD | West Central |
| Wexford-Missaukee ISD | West Central |

2. The University of Michigan Office Space and Services of
Office, Staff Benefits - Ann Arbor

This joint program provides services to University of Michigan employees with disabilities to enable these workers to return to suitable, productive employment as promptly as possible.

3. Community Mental Health Agreements

These joint rehabilitation and mental health programs operate under an umbrella agreement with separate local contracts. The umbrella agreement is between the Michigan Rehabilitation Services and Community Health. The purpose of the umbrella agreement is to permit MRS district offices and local community mental health centers to (a) provide for the continuance of cooperative programs; (b) expand current program activities; and/or (c) respond to rehabilitation needs of mentally ill and developmentally disabled people in communities where integrative programs are limited or do not exist.

The individual local contracts are formal agreements for funds and services between MRS district offices and community mental health (CMH) boards or centers. Clients must be eligible for vocational rehabilitation services.

The CMH boards provide state and local matching funds, liaison, diagnostic and clinical information, and therapy. MRS assigns needed staff and provides the full range of rehabilitation services according to client needs.

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The following CMH agreements are in effect during FY 2008 and are renewed annually. A small number may be added in FY 2009 for which waivers of statewideness will be sought.

Community Mental Health Agency

MRS District

| | |
|--------------------------------|--------------|
| Jackson Lifeways | Ann Arbor |
| Livingston County CMH | Ann Arbor |
| Livingston CMH - Genesis | Ann Arbor |
| Wash. Co. CMH | Ann Arbor |
| Wayne County CMH (2) | Detroit East |
| Lapeer Community Mental Health | Eastern MI |
| Sanilac County CMH | Eastern MI |
| St. Clair Co. CMH (2) | Eastern MI |
| Ionia County CMH | Grand Rapids |
| Clinton-Eaton-Ingham CMH (2) | Lansing |
| Community Mental Health | Macomb |
| Copper Country CMH | Marquette |
| Gogebic County CMH | Marquette |
| Hiawatha Beh. Health | Marquette |
| Northpointe Beh. Healthcare | Marquette |
| Pathways | Marquette |
| Bay-Arenac CMH Services Board | Mid-Michigan |
| Central Michigan CMH | Mid-Michigan |
| Oakland Co. CMH Services | Oakland |
| Au Sable Valley CMH | Northern MI |
| Manistee/Benzie CMH Services | Northern MI |
| North Country CMH | Northern MI |
| Northeast Michigan CMH | Northern MI |
| Northern Lakes CMH | Northern MI |
| Branch Co. CMH | Southwest MI |
| Calhoun CMH/Summit Pointe | Southwest MI |
| CMH of Barry Co. | Southwest MI |
| Kalamazoo CMH | Southwest MI |
| St. Joe CMH | Southwest MI |
| Van Buren Co. CMH | Southwest MI |
| Monroe CMH Authority | Wayne |
| Allegan Co. CMH | West Central |
| Montcalm CMH | West Central |
| Ottawa Co. CMH | West Central |

4. Three Party Agreements

These agreements represent collaborative programming between MRS, CMH, and ISDs. The purpose of these types of agreements is to promote efficient coordination of comprehensive services necessary for youth with developmental and mental/emotional disabilities to achieve vocational/career preparation while in high school and more efficiently transition into suitable employment following education. The collaboration of these three entities promotes more cost-effective use of limited funds to serve more individuals from a targeted population (school youth). Referrals are made from either local CMH or ISD.

The following three party cooperative agreements are in effect during FY 2008 and are renewed annually.

| <u>Agency</u> | <u>MRS District</u> |
|-------------------------------|---------------------|
| Copper Country ISD/CMH | Marquette |
| Gratiot-Isabella RESD and CMH | Mid-Michigan |
| Manistee ISD/CMH | Northern |
| Mecosta ISD/CHM | West Central |
| Muskegon Area ISD & CMH | West Central |
| Newaygo Co. CMH & ISD | West Central |

5. Other Agreements

Rehabilitation program agreements have been jointly developed with county departments of the Family Independence Agency (FIA) and other agencies to expand the delivery of rehabilitation services to special populations who meet MRS eligibility requirements, such as adjudicated youth, American Indians, welfare recipients, etc.

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The following cooperative agreements are in effect during FY 2008 and are renewed annually. A small number may be added in FY 2009 for which waivers of statewideness will be sought.

| <u>Agency</u> | <u>MRS District</u> |
|--|---------------------|
| Hillsdale Co. FIA (NOW DHS) | Ann Arbor |
| Lenawee Co. FIA (NOW DHS) | Ann Arbor |
| Washtenaw-Livingston CSA | Ann Arbor |
| Blue Water. Wayne County CIL | Detroit West |
| Detroit Rescue Mission | Detroit West |
| Sickle Cell Disease of America | Detroit West |
| Detroit Recovery Project | Detroit West |
| Wings of Faith | Detroit West |
| MI. Works! Career Alliance | Eastern MI |
| MI. Works! Career Alliance (mentoring) | Eastern MI |
| St. Clair Co. FIA (NOW DHS) | Eastern MI |
| Kent County DHS/Sojourners - TBI | Grand Rapids |
| Kent County - Corrections/GWI | Grand Rapids |
| Kent County - Exodus Ministries/Hope | Grand Rapids |
| Kent County - Health Dept. Mary Free Bed | Grand Rapids |
| Network 180 Supported Employment | Grand Rapids |
| Network 180 Pinerest | Grand Rapids |
| Network 180 Substance Abuse | Grand Rapids |
| Ingham Co. DHS | Lansing |
| Mid-South Sub. Abuse Com. | Lansing |
| County of Macomb/MI Works (St Clair WDB) | Macomb |
| Macomb Community College | Macomb |
| Macomb City Office of Sub. Abuse | Macomb |
| Hannahville Indian Comm. | Marquette |
| Dickinson County Commission (TRICO) | Marquette |
| Little River Band of Odawa Indians | Northern MI |
| NMB DHS (Crawford County) | Northern MI |
| Northern MI SAS, Inc. | Northern MI |
| Oakland Community College (2) | Oakland |
| Berrien DHS | Southwest MI |
| CASS Cty. DHS Surgery | Southwest MI |
| Community Connections/STRIVE/CMH | Southwest MI |
| Kalamazoo Cty. Criminal Justice MPRI | Southwest MI |
| Kalamazoo CMH Sub. Abuse | Southwest MI |
| Kalamazoo DHS Goodwill | Southwest MI |
| MPRI Berrien | Southwest MI |
| Schoolcraft College (2) | Wayne |
| SEMCA | Wayne |
| County of Ottawa | West Central |
| Muskegon Community College | West Central |

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Multi-District Agreements

None

MRS will seek cash match agreements in fiscal year 2009 to augment funds and to develop specific targeted agreements with local agencies.

Attachment 4.8(b)(1): Cooperation and Coordination with Other Agencies and Entities -- Cooperation with Agencies That Are Not in the Statewide Workforce Investment System and with Other Entities

MRS cooperates with federal, state, and local public agencies that are not a part of the statewide workforce investment system to provide comprehensive services related to the rehabilitation of individuals and groups of individuals with disabilities.

Such cooperative relationships include the following:

- A) A cooperative agreement with the state entity responsible for the Medicaid program, the Medical Services Administration, to coordinate the utilization of Medicaid and VR services for individuals who are eligible for both Medicaid and MRS services. This agreement includes roles and responsibilities of each party for the provision and funding of services, reciprocal referral procedures, methods for resolving disputes, and reimbursement arrangements.
- B) Agreements with Michigan Department of Human Services (DHS) to facilitate collaborative services for 1) eligible adjudicated youth, 2) Michigan's TANF population with disabilities.
- C) An agreement with the Michigan Department of Corrections to provide vocational rehabilitation to eligible ex-felons with disabilities being released to the community.
- D) Cooperation with Department of Human Services, Michigan Department of Community Health, and other disability advocacy organizations to carry out the Ticket To Work/Work Incentives Improvement Act (TTWWIIA).
- E) Cooperation with Social Security Administration (SSA) regional and local district offices to establish and improve the use of work incentives for social security disability recipients returning to work. Each MRS office has dedicated staff to address special needs of SSA recipients. These staff collaborate with SSA funded benefits planners to assure accurate information for SSA customers entering the workforce. MRS has a formal agreement with SSA to act as an Employment Network under the Ticket-to-Work program. The Agency also has agreements with seven other employment networks and will

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continue to explore further opportunities to collaborate in the delivery of vocational rehabilitation services to individuals who have a "Ticket-to-Work" from SSA.

- F) MRS continues a collaborative agreement with the United States Department of Agriculture, Rural Development that promotes enhanced employment and housing opportunities for persons in rural areas. MRS remains available to conduct disability awareness training and accessibility site reviews for Rural Development facilities in Michigan to facilitate the participation of individuals with disabilities in USDA services. MRS also receives notice of employment opportunities from USDA.
- G) MRS continues involvement in State use (Set Aside) contracting programs to support employment of persons with disabilities. An MRS representative is a participant on the State's disability set-aside committee to insure that Community Rehabilitation Programs identified by MRS are given priority in certain types of contracts set aside for such organizations under State law. In addition, MRS funds staff through the Michigan Commission of Disability Concerns to expand supplier opportunities with the State of Michigan for persons with disabilities and businesses operated by individuals with disabilities through the Michigan Supplier Diversity Program.
- H) Through an agreement with MRS and MCB, the governor-appointed Michigan Commission on Disability Concerns (MCDC) educates employers about ADA and the benefits of hiring workers with disabilities. MCDC also sponsors, along with other consumer groups, an annual Michigan Youth Leadership Forum to develop a new generation of leaders with disabilities in the State.
- I) MRS continues to implement a Memorandum of Understanding that establishes the principles, terms and conditions under which the United States Department of Labor-Employment and Training Administration, Apprenticeship Training, and Employer & Labor Services develop, promote and coordinate strategies that lead to increased career opportunities for persons with disabilities in the skilled trades.
- J) The agency has three cooperative agreements with Michigan State University (MSU) Project Excellence. The first links the university's research and evaluation capabilities with the agency's need for comprehensive needs assessments and continuous improvement measures. The second is for student internships that support CSPD recruiting efforts from state universities that have CORE-approved master's degree programs in vocational

rehabilitation counseling. The third is for the cooperative development and implementation of an on-line learning and knowledge system ("E-Learn") to provide staff with training and development.

- K) The agency recently updated an agreement with the Michigan Student Financial Aid Association to facilitate maximum use of student financial aid resources for MRS customers who will attend post-secondary education. The MOU describes the roles and responsibilities of financial aid officers in Michigan's institutions of higher education and MRS counselors in coordinating student financial aid for MRS customers while avoiding financial aid over-awards. It provides for the use of common forms in communicating financial need and financial aid awards offered to student-customers by each of the parties, consistent with the requirements of the Higher Education Act and the Rehabilitation Act.
- L) MRS has completed memoranda of understanding (MOU) with all public institutions of higher education (IHE) in the State. This MOU provides for the coordination of services for students of a public IHE who are also eligible customers of MRS. It addresses the responsibilities of each party under the laws that condition services for each. It stipulates that MRS is responsible for the provision of vocational rehabilitation services under the Section 103 (a) of the Rehabilitation Act as amended, and that the IHE is responsible for the determination of what constitutes reasonable accommodation to its programs, and for the provision of the same. The agreement addresses financial responsibilities of the parties, and sets forth methods of resolving interagency disputes, consistent with the requirements of Section 101(a)(8) of the Act.
- M) The Bureau is negotiating an agreement with the Veterans Administration to provide coordinated services to returning veterans with disabilities. The agreement will stipulate that services are not to be duplicated, but complimentary in assisting eligible veterans achieve meaningful employment, in accordance with the laws and regulations governing each entity. Agency liaisons will be identified to assist in coordinating cooperative employment plans. Cross training will ensure understanding of both federal programs.

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Attachment 4.8(b)(2): Cooperation and Coordination with Other
Agencies and Entities -- Coordination with
Education Officials.

The state vocational rehabilitation agency will continue to coordinate services and activities with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services and successful transition. At the secondary level, it also coordinates the development and approval of an individualized plan for employment (IPE) at the earliest possible time during the transition planning process that VR services are appropriate prior to the student's graduation.

In 1999, an interagency agreement was signed with the lead agency, the Department of Education, Office of Special Education and Early Intervention Services, to support the seamless transition of students from school to adult life that facilitates the development and completion of their individualized education program (IEP) under section 614(d) of the Individuals with Disabilities Act. This agreement was interpreted through publishing and disseminating a booklet entitled, "Transition Services for Youth, Answers to Frequently Asked Questions".

The agreement addresses key items identified in the Act, including:

- A) Consultation and technical assistance to assist educational agencies in transition planning, particularly vocational rehabilitation services.

The Department of Education is engaging in a continuous improvement process designed to obtain input from stakeholders in the targeted area of transition and has sought participation and input from the state vocational rehabilitation agency. The state unit staff provides technical assistance and consultation and participates as a member of the educational agency Transition Outcomes Project. The Special Education Advisory Committee (SEAC), consisting of 33 governor appointed representatives including the State unit as an ex-officio member, continues to emphasize transition. Priority activities include monitoring state data on graduation rates, dropout rates and post-school outcomes, as well as addressing the impact on students with disabilities of

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implementation of the new Michigan Merit Curriculum (MMC) and the Personal Curriculum option.

Michigan Rehabilitation Services continues to support MiConnections, Michigan's High School/High tech project for Michigan youth with disabilities, previously funded through the U. S. Dept. of Labor/Office of Disability Employment Policy. MiConnections is a collaboration between MRS, the Michigan Commission for the Blind (MCB), Department of Education, and many other statewide programs (workforce system and CILs). The research-based *Guideposts for Success* continue to be adopted by both the educational entity and the state unit as a best-practice model for providing a breadth of transition services. MRS, in partnership with MCB, anticipates moving to the next logical step, that is, using MiConnections as the foundation for a new project, MT-21 (Michigan Transition for the 21st Century). MT-21 will identify, document and disseminate promising transition practices throughout Michigan, through the lens of the *Guideposts for Success*. The primary emphasis will be to build a systemic, working base of knowledge and promising practices that will then be utilized in the rehabilitation process, as applicable, to promote increased employment outcomes.

- B) Transition planning between the educational entity and the state unit that facilitates the development and completion of individualized education programs.

The vocational rehabilitation agency staff does not complete the individualized education program (IEP); the IEP Team, which includes the educational entity staff, completes the individualized education program. Partnership agreements currently in place address the participation of state agency staff in the IEP process; rehabilitation counselors are often invited to participate in IEPs to share vocational expertise and/or work with the student. Increased emphasis on parental consent for interagency referral and parental involvement with the IEP team is occurring as a result of IDEA 2004 legislation.

The state unit collects data and maintains a directory of agency counselors specializing in transition caseloads including staff who maintain partial transition caseloads. Linkages between district offices and local schools are both formal, as evidenced through written partnership agreements, and informal, as evidenced by

significant communication and collaboration in the absence of a written partnership agreement.

- C) Roles and responsibilities of lead agencies including the identification of lead agencies and qualified personnel responsible for transition.

Training and technical assistance regarding the role, function and requirements of the vocational rehabilitation program in coordinating transition services with schools is an ongoing process.

The State agency and the educational agency will continue to provide statewide training to promote the legal mandates for transition services, as well as to provide joint training to counselors and coordinators, emphasizing the collaborative requirements of the transition process. This training will include key stakeholders both as trainers and as learners. Such training will also be conducted at independent statewide conferences and at agency sponsored workshops designed to meet the training needs of rehabilitation counselors.

Transition coordinators work closely with vocational rehabilitation agency counselors and other education personnel to ensure the completion of the IEP. A discretionary project, TOP (Transition Outcomes Project), continues formula funding to Michigan's 57 Intermediate School Districts (ISD). This process has involved Directors of Special Education and transition coordinators in capacity building at the community level. TOP applies an accountability component that requires an annual review of a statistically significant sample of IEPs from each of the ISDs. Results of both data collection processes are compiled and used to address issues in the Michigan Department of Education's State Performance Plan (SPP). By participating in the Core Planning Team, MRS and MiConnections staff are part of a team addressing SPP indicators.

Indicator # 1: percentage of Youth with IEPs graduating with regular diploma;

Indicator # 2: percentage of Youth with IEPs dropping out of high school;

Indicator # 13: percentage of Youth with IEP goals to meet postsecondary goals; and

Indicator # 14: post-school outcomes (one-year follow-up for employment and postsecondary school)

Partnerships at the state level between the educational entity and the state unit have resulted in a sharing of many of the costs of transition. Agreements between entities at the local level address the use of financial resources and specify data sharing activities. The state vocational rehabilitation agency funds activities required for the eligible student's Individualized Plan for Employment (IPE), such as job seeking skills, job training, job placement and job coaching. The educational entity funds services required as a part of the IEP, such as community-based instruction, work-based learning, transition coordination, leisure skills training, adult living skills training, social skills training, self-determination skills training.

The MRS-MDE/OSE agreement is designed to act as a template or model for the subsequent development of local partnership agreements that address school to work activities and the Michigan Career Preparation system.

Both local school districts and the state vocational rehabilitation agency have established strong relationships with employers to support the employment of individuals with disabilities. The Career Preparation system links not only schools, the state vocational rehabilitation agency and workforce investment agencies, but also routinely includes employers in the planning and implementation of the Career Preparation system.

The state unit continues to create resources and capacity to support the identification of post-secondary training when appropriate in support of the Governor's emphasis on increasing and keeping college graduates in Michigan. The "Transition Guide to College", jointly authored by local educational agency personnel and vocational rehabilitation personnel, continues to be widely circulated to both educators and state unit counselors. MRS plans to identify best practices leading to success for MRS transition customers in post-secondary education and training. MRS is also actively involved in the Governor's No Worker Left Behind initiative and is a member of the No Worker Left Behind Policy Workgroup.

- D) Identification of and outreach to students includes the assignment of rehabilitation staff to schools, other educational entities, and Intermediate School Districts to act as liaisons and outreach agents. School

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transition coordinators work cooperatively with designated MRS staff to identify students who could qualify for services. Identification of and outreach to students includes a description of the vocational rehabilitation program, eligibility requirements, application procedures, and the scope of services available to eligible students. Identification and outreach activities also address services to students eligible under Section 504 of the Rehabilitation Act and eligible incarcerated youth with disabilities.

All MRS district business plans include a description of identification and outreach strategies, community development plans, and capacity building. The agency monitors and assures that district office plans address outreach to youth and students with disabilities from underserved populations such as minorities and at risk populations. Data and management reports are provided to support the development of business plans that result in improved outcomes for all youth, with emphasis on improved outcomes for minority and at risk youth.

State unit staff routinely participate in outreach activities through the creation and dissemination of marketing brochures and booklets as well as regular presentations, exhibits, poster sessions and presence at education and other related conferences.

Michigan Rehabilitation Services continues to work with the Bureau of Juvenile Justice and the Department of Human Services to better meet the needs of adjudicated youth with disabilities in that system. Cross-training has been completed between the bureaus and each has an understanding of the other's systems and processes. The Bureau of Juvenile Justice identifies potential MRS referrals prior to release from their facilities and coordinates the referral to MRS.

Michigan Rehabilitation Services is a cooperating member of the Michigan Shared Youth Vision Partnership to build a collaborative youth network at the state level, mirroring the Federal Shared Youth Vision Partnership. A local pilot focuses on eligible youth in foster care. The state steering team plans to tie in with the Governor's priority of high school retention and dropout recovery.

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MRS also entered into an informal agreement with Adult Education to provide guidance and technical assistance on learning disabilities as support to adult educators.

Michigan Rehabilitation Services continues its longstanding support of the Michigan Youth Leadership Forum (MYLF) managed by the Michigan Commission on Disability Concerns. MRS has designated a liaison to the steering committee to assist with outreach, planning, fundraising and identifying MRS transition customers for MYLF participation. MRS staff members have also presented information about employment during MYLF sessions.

Attachment 4.8(b)(3): Cooperation and Coordination with Other Agencies and Entities -- Cooperative Agreements with Private Non-Profit Vocational Rehabilitation Service Providers.

In establishing cooperative agreements with private non-profit vocational services providers, the State Unit, consistent with 34 CFR 361.51 requires accessibility of facilities, personnel standards, and the prevention of fraud, waste and abuse. The State Unit continues to work to develop standards for providers of service, provider information to promote consumer informed choice, and outcome and performance measures.

The agency continues to establish relationships with private non-profit organizations that are community rehabilitation providers, medical service providers, and providers of other services and supports that are required by customers to achieve the goals in their Individualized Plans for Employment. These services include medical and psychological assessments and services, job development and employer services, job coaching and facilitation, accommodations and ergonomics, independent living services to support employment goals, follow up services, and other services especially for individuals with significant disabilities. The agreements vary from information and referral relationships; cash match agreements, fee for service relationships, to grant relationships. Quality, cost, effectiveness, and customer satisfaction with services are reviewed periodically. Vendors and community partners are informed of the agency strategic goals and are involved in, or provide input into, district work plans and community resource development. District staff develop relationships in the community to meet the needs of their customers and to provide choice of providers to their customers. Activities include developing relationships and agreements with employment networks to implement the Ticket to Work program. At the state level, the agency director has a positive working relationship with the MARO Employment and Training Association to develop standards consistent with the Rehabilitation Act.

The state independent living services/centers for independent living (SILS/CIL) program promotes program collaboration and cooperative agreements, at both the state and local levels. The SILS/CIL program is established by the Michigan State Plan for Independent Living (SPIL) in accord with public policy commitments of the federal

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Rehabilitation Act. As established by the Statewide Independent Living Council (SILC) and other SPIL partners, the Michigan SILS/CIL program emphasizes the development and expansion of a variety of partnerships and cooperative agreements, which are specified in the SPIL.

The SILS/CIL program is responsible for the development and support of a statewide network of consumer-run centers for independent living (CIL) and community IL supports that help people with disabilities exercise self-determination and participate fully in their communities. Formal partnership agreements at both state and local levels specify annual objectives and collaborative working arrangements between the CILs and local MRS offices. As addressed in these agreements, one role of the statewide SILS/CIL network is to function as an essential part of the state's comprehensive workforce development and rehabilitation system, serving to facilitate the delivery of vocational rehabilitation and other workforce development services and to promote consumer success in obtaining, maintaining, and advancing in employment.

As the responsible administering agency for the SILS/CIL program, MRS provided a FY 2007 total of \$5.3 million in grants - including \$2.37 million for CIL operations and outreach, \$2.47 million for Title I VR funding for vocationally related services to MRS customers and \$.5 million for state funding for reimbursement of vocationally-related personal assistance services. The SILS/CIL grants went to 17 private, non-profit organizations, which included twelve full-functioning CILs, three communities with developing CILs or CIL planning initiatives, and two statewide organizations (the Statewide Independent Living Council (SILC) and the Disability Network/Michigan (DN/M)). Overall, the network provided a total of more than 93,000 hours of community services and had more than 36,000 individuals participate in CIL services during FY 2007.

At the state level, the SPIL reflects cooperative agreement among the three SPIL Partners, which include the SILC, the Michigan Commission for the Blind, and MRS. The SPIL is also developed in consultation with Michigan's CILs, their association (DN/M) and other community partners. The MRS grant agreements with SILC and DN/M specify cooperative agreements for implementation of the SPIL as well as development and support of the CIL network during the year. Each CIL has a comprehensive grant agreement with MRS that

specifies the array of its commitments to meet federal CIL standards and carry out the full range of its responsibilities under the SPIL. One part of each grant is a local level collaborative agreement detailing the cooperative arrangements between the CIL and local MRS office for the direct delivery of services to MRS customers in support of vocational goals. Each local agreement addresses needs and services determined most appropriate for the community, reflecting both MRS priorities (such as services to youth with disabilities) and the ongoing MRS/CIL collaboration. Service areas most often included in these local agreements are prevocational empowerment services to help MRS consumers prepare for employment, long-term support services to help MRS consumers maintain and advance in employment, and transitional services to help students prepare for the move from school to adult life and employment in the community. Many of the agreements also address the development of community partnerships to facilitate vocational outcomes and outreach to minority, unserved, and underserved populations.

Details of the statewide IL/CIL program, including its cooperative agreements, are provided in the SPIL and in the related annual Section 704 Performance Report.

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Attachment 4.8(b)(4): Cooperation and Coordination with Other
Agencies and Entities -- Evidence of
Collaboration Regarding Supported
Employment Services and Extended Services

The state unit maintains a long-standing agreement with the Department of Community Health for the provision of extended services for individuals with the most significant disabilities. The agreement includes persons with developmental disabilities and mental impairments. This agreement is operationalized at local levels through the creation of specific partnership agreements between community mental health service providers, MRS and community rehabilitation organizations.

In 1998, the Department of Community Health and the State Unit jointly issued a set of guidelines for the provision of supported employment services. In brief, the agreement stipulates that MRS is responsible for time limited supported employment services, and community mental health providers are responsible for extended supported employment services. The policies and collaboration were reconfirmed in FY 2000 to staff and providers. Guidelines were jointly developed and distributed to assist communities in the development and expansion of supported employment services. The state unit currently engages in bi-monthly meetings with mental health officials to improve and update collaboration for the provision of supported employment services.

With the move by the Department of Community Health to managed care contracts with local community mental health boards, there has been substantial change in the funding structure and eligibility criteria for mental health consumers. Agreements between Community Mental Health and local field offices of Michigan Rehabilitation Services have had to adapt to these changing circumstances, which have had the effect of shifting some of the costs for supported employment from local mental health entities to MRS. The agency continues to address these shifts by engaging local mental health entities in dialogue, in order to stem a decline in supported employment extended support services for most significantly disabled consumers. The Agency participates on an interagency committee on Supported Employment that has been called for by the Governor's Mental Health Commission for the purpose of improving Supported Employment opportunities in the State.

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Attachment 4.10: Comprehensive System of Personnel Development

Regulation:

The designated State agency has implemented a comprehensive system of personnel development that meets the requirements of section 101(a)(7) of the Act and 34 CFR 361.18.

Compliance Strategy:

- Michigan Rehabilitation Services (MRS) has completed a five-year plan to demonstrate compliance with the comprehensive system of personnel development (CSPD) regulations. MRS has had MRC representatives' frequent input into the development of the Agency's staff development activities and plans. The objective of these plans are to assure that persons with disabilities are receiving needed services by staff who are qualified in their respective fields.

The MRS CSPD plan has four implementation phases for attaining and maintaining a qualified work force who meet standards that are based on the highest requirements in the State. The fourth phase was added fiscal year 2002 and addressed the addition of the 2010 compliance date for six staff with disabilities that impact upon their physical stamina and/or life expectancy.

Funds have been committed to provide needed training for current staff from the state's in-service training grant and a long-term CSPD training grant from RSA. The MRS Plan assures that personnel will complete training and have access to developmental interventions needed to meet the standards in a timely manner. The CSPD plan phases and their outcomes are outlined as follows:

Phase One FY99-FY00: The Diagnostic Phase

1-educate the workforce to the qualified standards and agency commitment to assisting them with attaining such standards;

2-determine the gap between each employee's current educational levels and the previously mentioned qualified standard by conducting a survey of all current case carrying personnel. Collection of this data and analysis of these survey results will determine who needs additional academic training, which assures that they have attained the educational

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standards consistent with the Certified Rehabilitation Counseling (CRC) standards;

3-educate staff to the funds available to assist staff in pursuing needed academic course work; and

4-develop a database for tracking each employee's educational levels and progress toward attaining the status of being "qualified" in their respective fields.

This Phase has been completed.

Phase Two FY00-FY04: The Implementation Phase

1-maintain established database;

2-track staff's progress toward attainment of qualified standards;

3-educate personnel involved in hiring on how to assure that qualified applicant pools are being utilized;

4-assist higher education institutions with RSA funding in Michigan with recruitment and retention efforts.

This Phase has been completed.

Phase Three FY 04-05: The Evaluation Phase

1-assess the effectiveness and efficiency of the CSPD; and

2-update data on projected workforce needs for the next five years.

This Phase has been completed.

Phase Four FY05-FY10: The Compliance Phase Of Six Staff with Disabilities

1-provide ongoing support to the six staff with disabilities that have a compliance date of 2010

2-provide funding for completion of required courses using federal training grant dollars;

3-educate staff to the CSPD direction for the next five years; and

4-in FY 2009 one counselor who has not attained the required education standards to provide vocational rehabilitation core services is working under supervision of their site manager. The site manager completes all eligibility decisions and closures, and signs plans.

Section 4.10(a)

Regulation:

Collection and analysis on an annual basis of data on qualified personnel needed and personnel development consistent with the provisions of 34 CFR 361.18(a).

Compliance Strategies:

The following four tables indicate that the data needed for compliance to Section 4.10(b) (1:i-iii) has been updated for this fiscal year. The four tables will present data as follows:

- Table One demonstrates that data is being collected to document the number of personnel who provide vocational rehabilitation services broken down by personnel category (361.18(a)(1:i-ii)).
- Table Two demonstrates the number of personnel who will be needed by the State agency to provide vocational rehabilitation services in five years based on projections of the number to be served including the numbers of personnel expected to retire or leave the field (361.18(a)(1:iii)).
- Table Three demonstrates that data is being collected to document the adequacy of a qualified applicant pool of graduates from the post-secondary institutions in Michigan receiving RSA funding (361.18(a)(2:i-iii)).
- Table Four documents the current number of agency's counselors that have the certified rehabilitation counseling certificate, master's degree in rehabilitation counseling, master's degree in related field, and which counselors will need to pursue additional course work to attain the state standard of qualified rehabilitation counselor.

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Table One
361.18(a)(1:i)

| Personnel Category | Number of State Employees | Projected in 5 years |
|---|------------------------------------|----------------------|
| *Rehabilitation Coordinators | 4* | 0 |
| Rehabilitation Counselors (masters degree) | 273 | 303 ** |
| Rehabilitation Educators (voc. technical center teachers) | 25 plus four school teachers | 30 |
| Site managers who may carry a caseload (masters degree) | 34 | 36 |

* Rehabilitation Coordinators are bachelor-level counselors who are targeted in the development plan to attain their master's degrees. If we combine the counselors, coordinators and site managers, then we have 323 potential case carrying staff.

** Within the next 5 years, it is anticipated MRS will increase counselor count by converting 30 non-Title I pilot positions to Title I positions.

DATA SOURCE: MAIN Data Base-Payroll #3 Category, ending 2007.

The following table illustrates the number of anticipated retirees and number of anticipated customers at the beginning of FY 09. The annual turnover rate of counselors remains constant at 10% or less and those positions continue to be filled within three to six months of a counselor's departure. The ratio of counselors to current customers is 1:110. The staff ratio of 1 counselor to 105 customers is anticipated in FY 2009, if a) there is no State government reduction-in-force initiative, b) the projected growth in customers served remains at 1% annually, and, c) we are able to hire the expected number of new counselors in FY 2009.

Table Two
361.18(a)(1:iii)

| | 2009 | 2010 | 2011 | 2012 | 2013 |
|--|--------|--------|--------|--------|--------|
| Number of projected individuals with disabilities that will be served in (based on an annual increase of 1%) | 47,820 | 48,298 | 48,781 | 49,268 | 49,760 |
| | | | | | |
| Number of eligible retirees by year | 90 | 95 | 95 | 90 | 90 |

*The actual retirements in 2007 were higher than the anticipated total retirement number which was 12 in 2007. It is anticipated this will increase in the next year. However, within the next three to five years, the number of staff eligible for retirement will greatly increase. Succession and recruitment plans outlined later in the document address this issue.

The following table documents the current enrollment at the three CORE accredited rehabilitation counseling programs in Michigan in FY 2006, the most current information available.

Table Three
361.18(a)(2)(i-iii)

| CORE accredited Higher Education Institutions | Michigan State Data reported Fall 2007 | Wayne State University Data Reported for Fall 2007 | Western Michigan University Data reported for Fall 2007 |
|--|---|---|---|
| Current enrollment in rehabilitation counseling master's program | 32 | 44 | 19 |
| 2007-2008 Graduates from rehabilitation counseling master's program | 8 | 5 | 2 |
| Number of minority students | 7 | 24 | 6 |
| Number of current students with disabilities | 6 | 14 | 9 |

Current enrollment and graduation rates at the three CORE accredited master's rehabilitation counseling programs provide a adequate application pool. Geographically, there are, however, problems in identifying qualified candidates in both rural and urban areas. The fact that counselor starting salaries have not remained competitive with other opportunities for graduates and the elimination of CRC-04 criteria have significantly increased the challenges in recruiting and retaining qualified rehabilitation counselors. Exploration of expanding certification requirements to include eligibility for more individuals will occur in 2008.

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The following table four indicates that 100 percent of the Bureau's current case-carrying staff is in compliance with state standard of qualified rehabilitation counselor.

Table Four
Current Level of Compliance

| <u>Educational Standard</u> | Number of case carrying staff N= 273 |
|--|--|
| Have already attained the educational standard of a qualified rehab. counselor by having a master's degree in Rehabilitation Counseling, Guidance and Counseling, Related Counseling Field and/or are CRC certified. | 273 individuals |
| Staff scheduled to attain their needed educational standards by September 2010 due to receiving a reasonable accommodation for a time extension under the ADA | 5 have been granted an ADA extension to get in compliance by 2015 (in case they don't retire as expected). |

DATA SOURCE: CSPD Databank

Site managers occasionally inherit a caseload for a brief period of time, when a counselor leaves or is on medical leave. Thirty of the thirty-one site managers have the necessary educational degrees needed to be a qualified rehabilitation counselor in the state of Michigan. In the geographic area where the one site manager has an unrelated master's degree, we have a district manager whose educational degrees are in compliance with the state standard for a qualified rehabilitation counselor and, therefore, would provide emergency caseload supervision.

DATA SOURCE: CSPD Databank

Compliance Strategy:

CSPD grant funds ended in September 2004. Federal Training Grant funds are currently used to support educational attainment in accordance with CSPD standards. Prioritization is as follows:

- 1) counselors with disabilities which impact on life span or physical stamina;

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- 2) coordinators working on master's degree or master's level classes to meet CSPD requirements;
- 3) all other MRS Civil Service staff with bachelor's degrees, working on CSPD eligible master's degree to become rehabilitation counselors.

Section 4.10(b)

Regulation:

Plan to address the current and projected needs for qualified rehabilitation personnel including the coordination and facilitation of efforts between the designated State unit and institutions of higher education and professional association to recruit, prepare, and retain qualified personnel, including personnel from minority backgrounds, and personnel who are individuals with disabilities (34 CFR 361.18).

Compliance Strategies:

MRS, with strong support by the Michigan Rehabilitation Council, has a longstanding commitment to recruit, prepare and retain staff that are representative of minority cultures and persons with disabilities. The general population of Michigan has a minority population of 17%. (DATA SOURCE: 2000 US Census Information) MRS has established a strategic goal that the agency will, at minimum, maintain at least twenty percent of the state agency workforce as representative of persons from minority backgrounds and/or individuals with disabilities. In FY 06, data indicates that 28.5% of the work force consists of minorities and 6.32% consists of people with disabilities. The numbers for employees with disabilities is not felt to be accurate because the only data available is based on self-report at the time of employment and is not updated as employees age.

The following recruitment and retention activities are on-going:

RECRUITMENT AND PREPARATION ACTIVITIES

- Assess and monitor the enrollment at the higher education institutions within the state with an emphasis on the RSA funded master's programs.
- Facilitate the visibility of the State unit at the institutions of higher education by:

a) Allowing MRS personnel to serve on university's curriculum committees and as adjunct faculty and guest lecturers;

b) Continue to be the most utilized placement and intern sites by the institutions of higher education; all employment opportunities with MRS are posted on the Internet. The MRS web page links to the Michigan Civil Service Web page, which lists all state government job postings, allows quick linking to the agency's job postings.

- Annually distribute employment brochures to student attendees at the National Conference of Rehabilitation Educators, CSAVR, RSA, Michigan Rehabilitation Conference and the Multicultural Rehabilitation Concerns Division of the National Rehabilitation Association.
- Distributed a staff recruitment video to all CORE accredited master's program explaining the employment opportunities with MRS and the benefits of residing in Michigan. Also distributed the recruitment video and hiring brochures to 18 master's degree programs in Michigan which offer a graduate degree in career and guidance counseling. This recruitment video prominently includes VR professionals with disabilities and professionals of minority backgrounds.
- Encourage staff to assist customers interested in becoming a rehabilitation counselor by developing Individualized Employment Plans reflective of such a vocational goal.
- Maintain paid internship opportunities for students participating in master's graduate programs in rehabilitation counseling, particularly students with disabilities and of minority backgrounds.
- Financial support for current staff who are not yet rehabilitation counselors, to return to college to complete appropriate master's degree programs.

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- Encourage young leaders with disabilities who participate in the Michigan Youth Leadership Forum to attend college and consider a career in the human services, particularly fields that enhance the lives of people with disabilities.
- The Michigan Rehabilitation Council and MRS collaborate to facilitate and provide financial support of customers to attend the Michigan Rehabilitation Conference. The Conference is attended by rehabilitation professionals. MRS customers are exposed to the rehabilitation field and professions through networking with other professionals, students and employers across the state. In previous years, many have expressed an interest in furthering their education to become a Rehabilitation Counselor based on their experience at the Conference.

RETENTION ACTIVITIES

- Encourage staff involvement in professional and disability advocacy organizations to foster networking, professionalism, and leadership development.
- Foster a constructive work place culture that values inclusion and diversity to enhance and support positive customer outcomes and employee satisfaction.
- Invest in staff growth and development by providing training opportunities through various teaching modalities.
- Offer structured management and leadership development activities to all staff as part of succession planning with focus on participation by staff with disabilities and with minority backgrounds.
- Develop a mentoring program utilizing School for Leadership graduates for a pilot peer mentoring project.

LEADERSHIP and CAPACITY BUILDING

MRS, with support by the Michigan Rehabilitation Council, continues to provide leadership training through the following major endeavors.

- First, the School for Leadership is conducted annually. This School involves 25 to 30 diverse MRS staff members from all levels of employment who wish to further develop their leadership skills. The School participants not only attend leadership development training every other month for 12 months they also plan an agency-wide training program on leadership. Alumni activities continue to build leadership skills and support Bureau projects.
- Secondly, all MRS staff are provided with on-line, web-based leadership development opportunities activities through the MRS on-line learning system.
- Thirdly, leadership development is fostered by the agency's cultural change effort. All agency site offices are working on staff empowerment and self-actualization activities that were developed. These culture change efforts are coordinated with the Governor's and Department's culture change emphasis.
- Fourth is a series of training programs developed for newly promoted managers. Newly promoted managers meet once a quarter to develop skills in leadership and management.
- The fifth activity is "emerging manager" training. This is a part of succession planning to offer awareness, leadership and management skill development to those interested in management positions in the future.
- Finally, all managers are encouraged to participate in leadership training offered by MRS, DLEG, and Civil Service, often in cooperation with Region V RCEP. During 2006-2007, managers participated in a "360 degree" evaluation process. This will be continued in 2008. Managers who participated are encouraged to participate in DLEG/Office of Great Workplace courses,

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including Leading with Vision & Values, Teamwork, Communication, and Coaching.

SUCCESSION PLANNING (Strategic Work Force Development)

Succession Plan Outline:

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|------------|---|
| Purpose | <p>Preserve the integrity and sustain the viability of MRS to continue quality customer services and outcomes by:</p> <ul style="list-style-type: none">• Investing in fair and equitable career advancement opportunities, including leadership and management;• Minimizing program disruptions due to staff disruptions due to staff departures and reassignments; and• Promoting continuous improvement in staff and organization performance |
| Principles | <ul style="list-style-type: none">• Fairness and equity• Skills are more important than longevity• No pre-selection: Open, competitive civil service approach• Participation in program does not guarantee career advancement• Personal responsibility of all staff to access and participate in developmental opportunities• Continue to promote diversity in staff, ideas and approaches• Clear communication of succession plan: purpose and expected outcome by senior leadership |
| Components | <ul style="list-style-type: none">• Survey of staff interest• Mentoring• Training (department, bureau, Civil Service, etc.)• Coaching• Cross-bureau work experiences and training• "Download" interview with key exiting staff to promote transfer or organizational memory• Properly use back-ups• Continuation of School for Leadership |

| | |
|--|---|
| | <ul style="list-style-type: none">• Recruitment (more proactive and aggressive at high school and college levels)• Retention - focus on culture, options, advocacy for classification/pay issues• Tuition reimbursement program (to meet CSPD requirements)• Exit interview for continuous improvement• Continual analysis of potential impacts (long and short range)• Increase participants in statewide work groups. Rotate as often as possible. |
|--|---|

Since FY 03, MRS has been providing training opportunities for staff who are interested in management to build skills. Training has included: MRS Management Awareness seminars; opportunities to hear lessons-learned from retiring managers; budget training; generational training; various on-line; and training vendor-produced classes.

- Newly promoted managers join a cohort of staff who participate in a 12-month series of training programs to further develop their management skills.
- The MRS executive team has made a commitment to provide individualized coaching to staff who are interested in being prepared for future promotional opportunities. In addition, the executive team has been meeting with non-promoted managers to determine their staff development needs, so that a coaching and training schedule may be created.
- Working with DLEG and the Governor's Office of Great Workplace, sessions on Coaching Skill Development, Communication, and Effective Teams were offered in 2006 - 2007.
- The ability to hire 30 limited-term appointment (2-year) counselors for the JET Initiative will provide a pool of trained, qualified counselors.

All activities associated with this endeavor are designed to ensure well-trained staff to provide quality rehabilitation.

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They are not provided in isolation, but are inclusive of CSPD and retention strategies.

Section 4.10(c)

Regulation:

Establishment and maintenance of personnel standards meeting the requirements of 34 CFR 361.18(c) to ensure that personnel including professionals and paraprofessionals are adequately retrained and prepared including:

- (A) standards that are consistent with any national or State-approved or recognized certification licensing registration or in the absence of these requirements. Other comparable requirements that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services; and
- (B) to the extent that such standards are not based on the highest requirements in the state applicable to a particular profession or discipline the steps the State is currently taking and the steps the State plans to take to retrain or hire personnel within the designated State unit so that such personnel meet standards that are based on the highest requirements in the state.

Compliance Strategy:

The State of Michigan does not have any established state personnel standards that define a qualified rehabilitation counselor, vocational technical teacher or rehabilitation assistant. Therefore, MRS has defined these terms as listed as below. However, the State of Michigan does have a standard that clarifies what is a qualified interpreter and MRS utilizes this standard when hiring or contracting with interpreters. These definitions are based on standards, which are consistent with the highest requirements in the state:

- A qualified rehabilitation counselor is defined as counselor with a minimum of a master's degree in rehabilitation counseling, counseling, or a counseling related field such as psychology, social work, or special education. Newly employed counselors with a master's degree in counseling or a counseling related field who do not have documented graduate level coursework with a primary focus in theories and techniques of counseling must complete such coursework/training during their 12 month

probationary period. The above courses must be provided by an accredited University (through on-line or classroom training). The cost is covered by the MRS.

Recent changes in the Certified Rehabilitation Counseling (CRC) standards have resulted in fewer qualified applicants. To ensure a sufficient number of qualified counselor applicants, Michigan Rehabilitation Services intends to broaden its personnel standards. The new standards remain consistent with national standards for rehabilitation counselors.

Currently employed counselors with master's degrees in related fields must complete all course work they are lacking by year 2006 or by 2015 if they are a person with a disability that affects their life span or physical stamina.

If any case-carrying staff do not attain such standards by their designated compliance date they will relinquish their title of "counselor" and be reassigned duties consistent with their educational level, skills and abilities. Therefore, a counselor who does not attain the educational standards will not be permitted to determine eligibility or be involved in plan development and approval, approval of plan amendments, or rehabilitated closures unless assisted by a qualified rehabilitation counselor.

- a vocational technical teacher or instructor employed by the state agency must demonstrate that they are qualified in their respective field by having the appropriate educational degree or work experience, teaching methodology course work or seminar as required by the state technical school's accrediting agencies. Also, such teacher must attend, at least, every five years an in-service training program on disability sensitivity, informed choice and acquisition of needed reasonable accommodations or modifications.
- a qualified rehabilitation assistant is a staff who annually attends all training programs which they and their respective supervisor have deemed necessary.
- the State standard for a qualified interpreter is one who is certified by the Registry for Interpreters for the Deaf (RID) or certified by the Michigan Division of Deafness and Hard of Hearing (DODHH).

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The steps MRS has taken to assure that qualified staff are hired or current staff attain the level of being qualified are:

- 1) provided on-going training to all district managers and site managers on appropriate hiring procedures;
- 2) provided funding for staff seeking to take needed course work to attain the level of qualified counselor. Although the RSA long-term training grant is no longer available, in-service training dollars continue to support staff to meet CSPD standards.
- 3) established an electronic distribution system, listing private sector training programs available;
- 4) to draw national applicant pool of potential rehabilitation counselors, MRS will continue to post all counselor employment vacancies with the Rehabilitation Recruitment Center: National Clearinghouse of Rehabilitation Training Materials electronic bulletin board; and
- 5) maintain paid internships for graduates of CORE accredited graduate programs, via grant to MSU for all accredited programs.

Section 4.10(d)

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| Regulation: Staff development to ensure that all personnel employed by the designated State unit receive appropriate and adequate training 34 CFR 361.18(d). |
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Compliance Strategy:

POLICY REFERENCE

According to the State of Michigan's Civil Service Strategic Plan, the state of Michigan has continued its commitment to having a well-trained and effective workforce in state government.

PROCEDURES AND ACTIVITIES

To ensure that all rehabilitation personnel, especially professional and paraprofessional staff, are appropriately and adequately trained and prepared, a comprehensive statewide training needs assessment was completed in 2006 with the assistance of RCEP Region V. Topics suggested were drawn from the CRC knowledge domains and agency position descriptions i.e. essential job functions for each job position. Also, topics were representative of RSA priorities and the emerging trends in each staff member's profession. Reviewing Institute on Rehabilitation Issue documents as well as the RSA priorities assures that the needs assessment represents recent research findings. The RSA priorities are viewed as informed choice, rehabilitation technology, the Rehabilitation Act as amended, the Americans with Disabilities Act, IDEA as amended and Social Security work incentives. It is planned with RCEP Region V's assistance to survey staff each year.

CURRENT NEEDS ASSESSMENT RESULTS

Following is a summary of the most frequent identified training needs for FY 07 to date. Due to the implementation of an automated case management system, software-training needs are evaluated as an on-going process.

Table Five:
2007/8 Training Needs Summary

| Counseling Topics | Managerial/ Supervisory Topics | Rehab. Assistants | Organizational Topics |
|--|---------------------------------------|--------------------------|------------------------------------|
| Managing Multiple Priorities / Time Management | Labor Relations | Main Computer Program | Critical Thinking Skills |
| Conflict Resolution | Managing Expectations | Excel | Being a Manager at MRS |
| Stress Management | Using AWARE Reports | Stress Management | Policy |
| Case Management / Data Integrity | Managing of Dispute Resolution | Active Listening Skills | Staff / Organizational Development |

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|-----------------------------------|--|-------------------------------------|------------------------|
| Psycho / Pharmacological Aspects | Promoting a Constructive Work Culture | Using & Understanding AWARE Reports | Youth Services |
| College Policy / Plan Development | Supervisory Styles; Leadership | Purchase Orders | Concepts of Leadership |
| Open Options | Obtaining AWARE Reports | Budget Log-In sheets/ DAFR | Case Service Budget |
| Assessment | Hearing Preparation | Case Process / Documentation | Clinical Supervision |
| Plan Development | Cash Match / Collaborative Development | AWARE Releases | Team Development |
| Vocational Implications | Staff Development / Teamwork | Overview of Bureau Budget | Group Facilitation |
| Employer Contact | Asian Culture as related to Disability | Phone Conflict Resolution | Strategic Thinking |

In the Federal In-Service Grant, 'Core Functions' were determined for specific classifications within Michigan Rehabilitation Services. All trainings offered by MRS meet one of the following 'Core Functions.'

| Rehabilitation Assistants | |
|------------------------------|----------------------------------|
| Customer Service | Casework Policy / Data Integrity |
| Ethic Issues | Case Process & Documentation |
| Disability Awareness | Teamwork |
| Diversity & Multiculturalism | Safety in the Workplace |
| Social Security Updates | AWARE Releases / Reports |
| Outlook | Accountability / Quality Control |

| Rehabilitation Counselors | |
|---|----------------------------------|
| Caseload Documentation & Management | Casework Policy / Data Integrity |
| Vocational Counseling Skills | Vocational Assessment Skills |
| Eligibility | Assistive Technology |
| Placement | Ethics |
| Diversity & Multiculturalism | Customer Service |
| Social Security & Employer Networks / Updates | AWARE (New Releases) |

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|------------------------|-------------------------|
| E-Learn & Open Options | |
| IPE / Plan Development | Safety in the Workplace |

| | |
|---|-------------------------------|
| Management | |
| Partner & Community Development | Union Contract Administration |
| Diversity & Multiculturalism | Safety in the Workplace |
| Mediation | Conflict Resolution |
| Social Security Updates | AWARE Manager Reports |
| Communication Skills (Division, Negotiation, Department, Bureau) Human Resource Policies (i.e., EEOC, ADA) | |

| | |
|--|--------------------------------|
| Leadership Development - Allow equal access and treatment for staff that are members of traditionally under-represented groups. The programs below are open to all levels of staff and holds diversity in the roster of participation as the primary objective. | |
| School for Leadership | Cultural Change Activities |
| Newly Emerging Managers (Succession Planning) | Departmental Vision and Values |

In FY 2007, three training/organizational development initiatives continued which reflect MRS's further commitment to ensure that all personnel receive appropriate and adequate training. These initiatives continue. They are:

- 1) New Counselor Training Academy: The New Counselor Training Academy was developed for new counselors and newly hired contract staff. This series provides an overview to the history of the public rehabilitation program and process, cultural diversity issues, agency values, and informed choice. It teaches the Rehabilitation Process with essential policy training and best practice utilizing the automated case management system. This also requires E-Learn classes, addressing disability awareness, eligibility, vocational counseling, and ethics.
- 2) Rehabilitation Assistant Training (RA) - The RA training was developed to train new Rehabilitation Assistant that were hired in 2005. The RA Training continues to be offered annually for all Rehabilitation Assistants. The training topics are case process, policy and data integrity, Quality Service Delivery Diversity and multiculturalism, Disability Awareness, Teamwork, Customer Services and AWARE processes.

- 3) The School for Leadership plans to resume with 30-35 staff in FY 2009. This program has six two-day sessions a year with structured learning activities, which encourage the development and expression of leadership. There is an expectation that graduates will "give back" to the Bureau as leaders in their local sites as well as in statewide activities. The participants are selected from all positions within the Bureau including support staff. This development of leadership is seen as an important element in succession planning. To date, 158 employees have participated in this program. Alumni activities are provided to continue leadership growth opportunities in local sites as well as statewide experiences and learning opportunities.
- 4) MRS also offers training programs for emerging and newly promoted managers.
- 5) MRS will also be focusing on training in job development, placement, and business services with counseling staff to increase customer satisfaction and quality employment outcomes.

MRS continues to be involved in an organizational culture change process which supports a constructive culture that is mission-based and which focuses on humanistic, affiliative and achievement principles. The culture change process has relevance for staff capacity building, reorganization, and succession planning. This process is integrated with the Governor's and the department's "Visions and Values" initiative.

Additional training activities are funded through the RSA in-service training grant supplemented by Title I dollars. These funds are allocated to the MRS Central Office for statewide initiatives as well as to local offices and divisions so that local training opportunities are easily coordinated. Staff are also encouraged to take advantage of training opportunities offered by their respective professional organizations and with their community partners.

Research findings are integrated into many training activities offered. Training presenters are asked to incorporate findings from the latest research into their presentations. Examples of presentations in FY 2007/8 using up-to-date research are training programs provided on Autism/Asperger's Syndrome, Customized Employment, Vocational Assessment, and evidence based practice in Supported Employment. Training modules placed into

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MRS E-Learn routinely utilize the findings gained from research and other credible sources.

Section 4.10(e)

Regulation:

Standards to ensure the availability of personnel within the designated State unit or other individuals who are, to the maximum extent feasible, trained to communicate in the native language or mode of communication of an applicant or eligible individual.

Compliance Strategy:

MRS has taken the initiative to hire qualified counselors who are bi-lingual in Spanish or Arabic if the local community has a large population of such ethnic groups. Each office has also posted agency information in English, Spanish, or Arabic, clarifying which bilingual counselors and program materials are available in customer's native language. Materials are available in Braille and other accessible forms, as requested by customer. Qualified sign language interpreters are contracted on an as needed basis, except at the Bureau's technical school where interpreters hold FTE positions.

Personnel are also trained to understand the following Bureau policy, which indicates a further commitment to communicating in a customer's native language:

MRS POLICY 2250 CLIENT INFORMED CHOICE
....Applicants and eligible individuals shall be informed through appropriate means of communication, about the availability and scope of informed choice....

Section 4.10(f)

Regulation:

Coordination of its personnel development system with personnel development under the Individuals with Disabilities Education Act (Section 673).

Compliance Strategies: (Updates will occur with receipt of regulations for 2004 Legislation)

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The intent of the Individuals with Disabilities Education Act (IDEA) Section 673 is two-fold.

- 1) to help address State-identified needs for qualified personnel in special education, related services, early intervention, and regular education, to work with children and disabilities; and
- 2) to ensure that those personnel have skills and knowledge, derived from practices that have been determined, through research and experience, to be successful, that are needed to serve those children.

MRS has a long standing partnership with the Michigan public school system including a formalized interagency agreement between the Michigan Department of Education Office of Special Education and Early Intervention Services and MRS. This interagency agreement has been updated and addresses interdepartmental training issues. It will be updated to reflect any needed changes, once regulations are received for IDEA.

MRS has a current initiative of providing quality transition services to youth. To support this, training programs are developed that include the participation of transition coordinators, intermediate school district staff, personnel from assistive technology centers and MRS staff. Staff from these various entities have been included in the new counselor training academy. MRS participated with Special Education in "Community of Practice" activities to improve transition services to youth. These activities include the MIConnections Guideposts resulting from a U.S. Department of Labor grant to encourage systems change and program improvement in transition services.

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Att. 4.11(a): Results of Comprehensive Statewide Assessments of the Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs.

MRS, in collaboration with Michigan Commission for the Blind (MCB) contracted with the Michigan State University (MSU) Office of Rehabilitation and Disability Studies, to perform the 2008 Comprehensive Statewide Needs Assessment. Performed every 3 years, the Comprehensive Statewide Needs Assessment will be completed in 2008.

Several tasks have been completed including:

- a summary of supported employment findings from the Developmental Disabilities Council 2007 Report
- a summary of consumer needs completed by the Michigan Rehabilitation Council
- inclusion of consumer needs identified from Disability Voice Town Hall Meetings
- a summary of needs presented by the 2006 CIL legislative report
- distribution of an online survey of Community Rehabilitation Organizations in Michigan
- completion of extant data analysis for the State of Michigan including analysis from MRS and MCB 911 data, in comparison with Cornell University national data.

Att. 4.11(b): Annual Estimate of Individuals to be Served and
Costs of Services.

- 1) In 2006, an estimated 888,307 civilian, non-institutionalized men and women aged 16-64 in Michigan (13.5%) reported having a disability. Disability is defined as a "health problem or disability which prevents working or limits the kind or amount of work they can do". In 2006, 289,588 civilian, non-institutionalized men and women reported having a disability were employed (32.6%).

Approximately 598,719 (67.4%) persons with disabilities in Michigan are unemployed and potentially eligible for services. (The above figures were derived using The U.S. Census Bureau American Fact Find S1801. Disability Characteristics, Data Set: 2006 American Community Survey for Michigan.)

- 2) Michigan Rehabilitation Services served 47,947 individuals during the 2007 fiscal year of whom 2,193 received supported employment services. 899 individuals received services under Title VI; Part B. It is estimated that MRS will serve approximately the same amount of individuals under Title I in FY 2009, approximately 950 of those under Title VIb.
- 3) The cost of services for the total estimated number of individuals that could apply for services (excluding program administration costs) is predicted to be \$510,707,307 using the estimated number of people in Michigan who potentially could apply for services (546,936). The estimate was made assuming all persons were eligible, had open cases in various statuses during a full fiscal year, and costs were the average amount spent per individual in FY 2007 (\$853).

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Att.4.11(c)(1): State's Goals and Priorities for the
Vocational Rehabilitation and Supported
Employment Programs

(1) MRS has identified major goals and priorities that represent the Agency's priorities in carrying out the vocational rehabilitation and supported employment programs. Each of these major goals and priorities links with Department of Labor and Economic Growth (DLEG) goals to assure provision of integrated and coordinated services to customers. The major goals and priorities are:

A. Ensure that people with disabilities served by Michigan Rehabilitation Services will compete successfully for jobs in the 21st Century, exercising informed choice consistent with their individual abilities, capabilities, interests, and rehabilitation needs.

Strategy 1: Realign MRS policies, procedures, practices, services, and internal and external expectations to ensure primary focus on actions that achieve employment outcomes for people with disabilities.

Strategy 2: Ensure customers have essential accommodations, soft and technology skills, and assistive technology to be competitive.

Strategy 3: Provide state-of-the-art information and linkage to current and emerging job opportunities, consistent with customer goals.

B. Empower customers to access complete, accurate information needed to make informed choices and self-assuredly seek employment and employment-related services.

Strategy 1: Create a virtual orientation in a variety of formats for applicants to improve access to information about vocational rehabilitation services.

Strategy 2: Provide tools and resources for customers to obtain current information on labor market trends through Internet access and a variety of other means.

Strategy 3: Involve centers for independent living (CILs) partners in customer orientations to ensure individuals

have a comprehensive knowledge of available resources in support of employment outcomes.

Strategy 4: Increase use of CILs to teach and promote self-advocacy.

- C. Establish a targeted level of collaboration and strategic partnerships with key employers, agencies, and organizations, focused to maximize quality employment and independence for persons with disabilities.

Strategy 1: Prioritize partnerships by reviewing and evaluating current relationships to find ways of improving return on investment, consistent with bureau mission, vision, and values.

Strategy 2: Develop new strategic partnerships with targeted employers, emphasizing innovative ways to increase employment opportunities for people with disabilities and addressing disability management needs of employers.

Strategy 3: Collaborate with community agencies and organizations to identify, create, and use innovative approaches to access community supports and services needed by customers for quality employment and independence.

Strategy 4: Focus collaboration to improve services and outcomes for target populations.

- D. Promote quality employment outcomes and independence for persons with disabilities by building stronger relationships with CILs and the IL community.

Strategy 1: Convene and sustain joint planning activities with independent living communities at local, regional, and state levels.

Strategy 2: Engage in shared community education and advocacy that improves access to resources, services, and employment outcomes.

Strategy 3: Collaborate with independent living communities and employers to promote better understanding of the needs of persons with disabilities and the available community supports and services.

E. Improve delivery of professional vocational rehabilitation services that achieve quality employment outcomes and customer satisfaction.

Strategy 1: Set clear expectations for counselors to demonstrate the "core conditions of counseling" when serving customers.

Strategy 2: Develop counselor skills in vocational assessments and the use of labor market information in developing Individualized Plans for Employment (IPEs), inclusive of local employer contacts and community partner involvement.

Strategy 3: Improve comprehensive vocational rehabilitation assessment, counseling, career-planning and job placement, inclusive of informed customer choice delivered by respectful, competent personnel.

Strategy 4: Ensure that counselors develop and demonstrate a level of "competency in job placement and retention services" that is required to appropriately address the needs of individual customers throughout the comprehensive vocational rehabilitation process.

Strategy 5: Better utilize existing information within AWARE to improve caseload management and achieve MRS accountability standards.

This is a draft strategic plan for FY 2008-2013 and is subject to further revisions and development of annual objectives, evaluation, and updating.

F. MRS will promote equitable distribution of staff, funds and other resources by using a Resource Allocation Formula (RAM) based upon the most recent census figures.

In summary, MRS's goals and priorities are based upon analysis of the comprehensive needs assessment, the federal performance standards and indicators, environmental scanning with Michigan staff, partners and customers, and other information available on the operation of the vocational rehabilitation and supported employment programs, including reports from the State Rehabilitation Council and monitoring activities carried out by the Rehabilitation Services Administration, program evaluation analysis completed by Michigan State University Project Excellence internal and external audits, MRS and town hall meetings, statewide

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partnership steering action teams, customer satisfaction data (consumer and employer), and other studies.

The Agency's goals and priorities, including any revisions, are jointly developed, agreed to, and reviewed annually by MRS and the Michigan Rehabilitation Council (MRC).

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Att.4.11(c)(4): Goals and Plans for Distribution of Title VI,
Part B Funds.

- (4) MRS plans to offer a wide range of supported employment services to persons with the most significant disabilities throughout the state. Agreements with schools and community mental health service providers will continue to form the basis of most supported employment services in FY 2009. MRS expects to utilize a decreasing Title VI B allotment of approximately \$600,000 and supplement it with Title I funds in order to meet the demand for supported employment services. MRS expects to serve about 800 persons with Title VI B funds in FY 2009.

The entire Title VI-B award for FY 2009 will be distributed to district offices in the form of case service funds. The funds will be used primarily to purchase job coaching and transitional employment related service from private, non-profit community rehabilitation programs and psychosocial programs.

The size of Title VI-B awards to individual MRS district offices is based on the number of persons with disabilities in the community. The bureau goal is to achieve equity in resource and program availability throughout the State based on this disability population. This is complicated by the lack of sufficient partner resources or commitment for long term supports. Our goal is to work creatively with partners, especially Community Mental Health in resource sharing and development to assure equitable access across the state to Supported Employment options. The size of a local supported employment program is largely dependent upon consumer demand for the service, as well as the community's ability to fund the long-term supports necessary to maintain consumers in supported employment. It is anticipated that all MRS districts in FY 2009 will offer supported employment services as a result of either Title VI-B funds, Title I general program funds, and/or cash match agreements with the local community mental health agency.

Att.4.11 (d): State Strategies and Use of Title I Funds for
Innovation and Expansion Activities

Following are the strategies the State will use to address the needs, and to achieve the goals and priorities identified in paragraph (c) of this section.

- A. MRS will improve the employment outcomes and self-sufficiency for persons with disabilities in Michigan.

In order to accomplish this goal, MRS will continue to identify successful programs and activities in the agency through the contract with Michigan State University Office of Rehabilitation and Disability Studies and provide relevant information to our training staff and management teams for implementation in our local offices across the state. In addition, Michigan Career and Technical Institute (MCTI) will assure relevant preparatory classes and vocational trade training are provided to students through the business advisory committees, and assure employment opportunities are provided through business contacts in those trade areas. MRS will continue to advocate for full staffing and for exemptions to state employee hiring freezes, assuring customers receive timely services and are able to make satisfactory progress with their IPE's.

- B. MRS will achieve excellent customer service for people with disabilities by providing timely, appropriate, and comprehensive rehabilitation services.

In order to accomplish this goal, MRS will further examine our customer satisfaction survey processes, and request customers provide feedback prior to the close of their case. We will work with the Michigan Rehabilitation Council and our program evaluation team, including Michigan State University, to assure quality information is received, and provide information to our local offices assuring comprehensive and timely services.

- C. MRS will encourage the development of businesses and entrepreneurship by persons with disabilities through provision of quality acquisition, retention, and small business development services to persons with disabilities.

In order to accomplish the goal, MRS will assure counselors provide opportunity for customers to design and develop small business and to achieve small business outcomes. MRS will collaborate with DLEG units to assure representation of persons with disabilities in all appropriate workforce programs, and will effectively utilize employer and Business Advisory Council (BAC) input to plan and improve program effectiveness. The Michigan Disability Management Program will provide 400 customers fee-for-service, return to work and at-risk ergonomic assessments and will provide prevention education and training for at least 100 Michigan businesses with third party responsibility (i.e., Workers' Compensation, auto no fault, and long term disability).

- D. MRS will develop strategic partnerships that enhance program outcomes through grants administration, collaboration, and advocacy.

In order to accomplish this goal, MRS will effectively administer grants supporting the Statewide Independent Living Council and Centers for Independent Living, and the Michigan Rehabilitation Council which advocate for the rights of people with disabilities; advocate for the needs of persons with disabilities on the State and local Workforce Development Boards (WBD); work with the Michigan Commission for the Blind, Michigan Disability Rights Coalition, Statewide Independent Living Council, Michigan Association of Centers for Independent Living, and the Michigan Rehabilitation Council in partnership to assess and address the need of Michigan's citizens with disabilities.

- E. MRS will promote equitable distribution of staff, funds and other resources by using a Resource Allocation Formula (RAM) based upon the most recent census figures.

In order to accomplish this goal, MRS will continue to collaborate with MRC to consistently review and apply agency policies statewide as measured by case review data and feedback from customers; provide culturally competent services for minority customers that lead to successful employment outcomes; assure that the number of minority customers served and rehabilitated are in direct proportion to the prevalence of disability among minority populations and work with the Statewide Independent Living Council and Disability Network/Michigan to develop reliable processes for assessing the equity of the IL/CIL grant allocation, and take steps to improve the equity.

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- (1) Methods to expand and improve assistive technology services and devices. Assistive technology initiatives will continue to be identified and integrated into each stage of the vocational rehabilitation program. An interagency agreement with the Assistive Technology (AT) Project has resulted in expanded resources to acquire AT devices for consumers. This agreement will continue to provide periodic issue specific training for rehabilitation staff to improve their capacity to serve consumers with AT needs. MRS will also develop additional AT resource capacity at Michigan Career and Technical Institute. Special Education Transition Coordinators will be invited to participate in a team approach to the provision of AT within the school. Local Community Assistive Technology Project representatives will be included to develop stronger vocational rehabilitation linkages to community resources for AT and to foster support of VR staff for local AT initiatives.
- (2) Outreach procedures to identify and serve individuals with disabilities who are minorities and/or individuals who have been unserved or underserved. Local field office business plans continue to have an assessment of minority populations, identified minority groups, allies in the community to address the needs of these populations and strategies for inclusion of greater numbers of members of these groups as customers, vendors, and as rehabilitation staff. Staff representing minority groups will continue to develop liaisons with minority community leaders, participate in community activities, and will address customers in their own language. The agency is reassembling an issues workgroup for special populations to address equitable access to and services by the State's
- (3) Establishing, developing and improving community rehabilitation organizations. Partnerships with the MARO Employment and Training Association, the Statewide Independent Living Council, the Michigan Association of Centers for Independent Living, and with other private for profit and private non-profit organizations will continue to be strengthened to involve them more fully in delivery of vocational rehabilitation services at the state and local levels. Through the expansion, development or improvement of community rehabilitation programs, our partners will assist the state agency in achieving the goals and priorities of the state

vocational rehabilitation program. Grants will continue to be issued to community rehabilitation organizations to expand and improve community rehabilitation programs. In addition, agreements and grants with organizations not meeting the community rehabilitation organization criteria will be pursued to broaden availability of services to persons with disabilities, especially those with the most significant disabilities. A primary priority for new CRP grants will be: "innovative partnerships that promote equitable access for unserved and underserved populations, resulting in quality employment outcomes." Grant goals relating to this priority will include development of youth services, business services, community-based employment services, services to minority populations, and other projects as defined by agency priorities and local business plan priorities.

New Innovation and Expansion projects will be designed and funded with a focus on specific rehabilitation needs and priorities stemming from long-range planning.

- (4) Strategies to improve performance with respect to evaluation standards and performance indicators. These strategies are out-lined above. See particularly goals A, B, and E.

Michigan's poor economy continues to be a challenge to MRS. Even with the highest unemployment rate in the nation, we have persevered and attained our required evaluation standards and performance indicators. We will continue our efforts in 2009.

- (5) Strategies for assisting other components of the statewide workforce investment system. Partnerships at the state and local levels support the inclusion of community rehabilitation programs as part of the one-stop service delivery centers. Developing relationships as part of the workforce boards and linking the community rehabilitation organizations, as qualified service providers will expand the availability of vocational rehabilitation services in the local service delivery areas. Providing leadership to the workforce development boards in designing service delivery to include persons with disabilities, especially those with the most significant disabilities, is the goal of the department and the agency and has become a priority for the implementation during the next few years.

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Improvements in programmatic and physical accessibility for persons with disabilities in the one-stop system will continue to occur via collaborative activities with the Michigan Works! Association. These include collaborative work done in follow-up to a USDOL accessibility grant and a USDE-funded grant to provide technical assistance products to the statewide Michigan Works! system to enhance access and employment outcomes for people with disabilities into this universal one-stop system. MRS continues to be involved in these follow-up activities which include consumer and one-stop agency needs assessment, disability awareness and de-mystification for staff, removal of artificial and real barriers, improving knowledge of resources and systems related to persons with disabilities, assistive technology, and basic accommodations..

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Att.4.11 (e)(2): Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities

The following goals and priorities were jointly developed and evaluated by the Michigan Rehabilitation Council (MRC) and Michigan Rehabilitation Services (MRS).

Goal A. MRS will improve the employment outcomes for persons with disabilities in Michigan.

Meet or Exceed Federal Performance Measures

This goal was substantially achieved. MRS met or exceeded all but one of the seven federally mandated performance measures for FY 2007. MRS attained the following performance measures:

| Performance Measures | Goal for FY 2007 | MRS met or exceeded in FY 2007 as indicated |
|---|------------------|---|
| Change in Number of Employment Outcomes | 7,597 | 7,680 |
| Percent Employed | 55.8 | 54.4% |
| Employed Competitively | 72.6 | 98.2% |
| Significant Disability | 62.4 | 91.1% |
| Earnings Ratio | .52 | .55 |
| Self-Support | 53.0 | 64.7 |
| Minority Ratio | 0.80 | 0.85 |

These performance measures include individuals who received supported employment services. MRS considers this achievement to be notable as Michigan has the highest unemployment rate in the country.

Meet or Exceed MCTI Service Goals

MCTI exceeded its goal of 1,050 customers served; approximately 1,537 customers attended MCTI. Placement statistics exceeded the 80% goal; 83% of graduates obtained employment.

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Goal B. MRS will meet or exceed expectations for timely, appropriate, comprehensive rehabilitation services.

Customer Satisfaction

At the end of FY 2006 MRS sustained a 81% customer satisfaction rate. The MRC continues to be involved in the Customer Satisfaction Survey process.

Case Review and Audit Process

Improvement of the case review process continued during FY 2007. Feedback regarding casework review results was provided on a statewide basis, through written reports as well as Agency wide conference calls. Data from quarterly casework reviews demonstrated compliance with Bureau policy and service delivery standards comparable with the prior fiscal year. Comparisons of FY 2006 fourth quarter results and FY 2007 results demonstrated significant improvements in the area of fiscal accountability.

MRS developed and implemented training and quality assurance measures in order to improve compliance with Bureau policy requirements. Standard quarterly casework reviews, as well as specialized reviews were conducted. A specialized review, designed to monitor the Bureau's continuing progress toward maintaining required Section 107 corrective actions, demonstrated a high level of compliance with policy and service delivery standards. This progress is attributable to a concerted effort, through policy revisions, training, and casework monitoring, to improve services.

Casework Technology Implementation

In compliance with RSA requirements SOC Occupation codes replaced OES and DOT codes in 2007.

Alliance Enterprises (the MRS case management software company) has been working collaboratively with all customers (MRS included) to upgrade the AWARE software system to O-Net technology. Significant system enhancements are incorporated in the upgrade. Michigan's migration is expected to be completed during fiscal year 2008.

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During 2007 MRS' Michigan Career and Technical Institute implemented a new software system incorporating all student records (including coursework) through Alliance Enterprises' AWARE software system. This system will enable consistent information to be captured and evaluation of the MCTI program. Our evaluation contractor, Michigan State University, Office of Rehabilitation and Disability Studies will evaluate the data in 2008. This system will be the first time student records and their rehabilitation casework will be available electronically in 'real time' to all appropriate staff.

Goal C. MRS will contribute toward Michigan's economic and workforce improvement by providing quality services to employers related to persons with disabilities.

Employer Acquisition and Retention Services

MRS met and exceeded its 2007 goal of 4,500 acquisition and retention services to 2,300 employers; 4,726 acquisition and retention services were provided to at least 2,673 unique employers.

Small Business Development

MRS exceeded the goal of assisting at least 150 persons with disabilities in exploring the development of a small business opportunity and 75 MRS customers in achieving a small business rehabilitated closure. MRS assisted 397 people with disabilities in developing small businesses with 91 successful outcomes.

Business Services Redesign

An evaluation of the MRS Business Services program occurred; an Employer Satisfaction survey and a staff survey were implemented and very limited customer/program success was identified. The four time-limited positions for Business Services have been eliminated; planning to redirect efforts to engage employers is occurring by leveraging existing staff resources through the Disability Management Program.

DLEG Collaboration

MRS continues its collaboration with DLEG to assure representation of persons with disabilities in reshaping the Michigan workforce, Regional Skills Alliance, and similar initiatives.

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Business Disability Prevention, Education and Training

MRS exceeded its goal of providing prevention education and ergonomic training for at least 100 Michigan employers. One hundred one (101) Michigan businesses with third party insurance liability were provided disability prevention education and ergonomic training and consultation. Provision of individual services occurred for 488 at-risk Michigan employees, with a goal of 425. All were satisfied customers.

Goal D. MRS, in collaboration with departmental and community partners, will minimize duplication of resources resulting in an efficient and effective program delivery system.

Centers for Independent Living Collaboration

In FY 2007 funds were requested and provided to obtain and implement new database software to improve quarterly and annual reports of IL/CIL performance.

In 2007 and again in 2008, MRS released more than \$5,000,000 in grants to CILs. The MRC was a partner in the grant review process.

Workforce Board Advocacy

The MRS Director continued to participate on the State Workforce Board (CLEG) and was active on the CLEG subcommittee on key industry sectors. MRS is engaged with the local Workforce Boards system in the "No Worker Left Behind" initiative (Michigan's strategy to provide community college training to displaced and economically disadvantaged workers) and is contributing via the Partnership Forum Action Team to the DLEG Worker Readiness Certificate effort.

MRS District managers continue active participation on local Workforce Boards, many having assumed chair and other leadership roles.

Collaboration with Disability Organizations

Active and productive relationships with major, statewide disability organizations are evident, as demonstrated by substantial MRS executive staff and MRC participation. Examples include the continuation of the Partnership Forum, the Youth Leadership Forum, and a key disability advocate forum to enhance interagency collaboration. Disability organizations and consumers actively participated in the Long Term Planning initiative providing input during environmental scanning phase, with MRC participation throughout the process.

As a conduit between many disability organizations and the MRS Executive Staff, the Consumer Cadre brings issues from disability organizations and agencies to the MRS executive team, responds to inquiries from disability organizations on behalf of the bureau, and provides consultation on issues as they are identified.

The Cadre promotes proactive VR awareness to the disability community including disability organizations by actively championing the importance and value of vocational rehabilitation services to assist persons with disabilities overcome barriers and challenges to become gainfully employed.

Leadership Development

The School for Leadership will be reinstituted in 2008, after a very austere fiscal year in the State of Michigan. A new design team is in place and plans for sessions in Fiscal Years 2008 and 2009 are under way.

Goal E. MRS will promote equity in resource distribution of staff, funds and customer service and outcomes throughout the organization.

Equitable Resource Distribution

MRS continues to distribute staff and funds to customer service districts using a resource allocation model based on census data as to the number of persons with disabilities located within the geographic boundaries of each service district.

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Consistent Application of Statewide Policies

After a year of fiscal austerity and a Governor Executive Directive limiting training, MRS has requested an exemption from the Directive to implement a full training program for all staff as required by our Federal RSA Training grant and State Plan. For FY 2008 we have planned training for all staff to meet our federal requirements including casework policy, diversity and multiculturalism, customer service, case management system (AWARE), leadership and capacity building. School for Leadership was to have started in 2007 and is now planned for 2008. Counselor training in Eligibility, Plan Development, Vocational Assessment, Placement, Assistive Technology and Ethics is planned. A planned session for Rehabilitation Assistants will address Quality Service Delivery. Manager Training is planned for Partnership and Community Development (in cooperation with MRC), Coaching and Cash match/financial management.

Quarterly casework reviews will continue to monitor improvements in policy compliance and service delivery. Necessary policy training identified through case review will be provided.

Achievement of Supported Employment Goals

MRS projected serving 1,100 persons in FY 2007 with Title VI B funds. Due to a decrease of these funds only 899 individuals with the most significant disabilities were served with these funds; however, an additional 1,294 were served with Title I funds. All districts in the state provided supported employment services to eligible customers.

Use of Funds Reserved for Innovation and Expansion

Pursuant to 361.35(a)(2), during FY 2007, MRS provided the Michigan Rehabilitation Council with \$323,156 from Title I to support the funding of the resource plan for the Council's operations.

In FY 2007, the State Independent Living Council (SILC) received \$135,454 in unmatched state funds and \$180,919 in Title I funds to support the Council's operations. An additional \$65,000 was provided SILC to purchase software for a common database for the state IL Network.

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No Innovation and Expansion projects were awarded for FY 2007. Additional projects were undertaken, however, including Long Term Planning (\$49,800), Supplier Diversity (\$26,965), Business Services (\$410,703), and Muskegon VRI for deaf and hard of hearing (\$67,812). First year implementation of the MCTI student tracking system occurred, with no associated financial outlay.

In FY 2008, we anticipate additional activities and expenditures associated with Long Term Planning, Supplier Diversity, the case management software (AWARE) upgrade, and an evaluation of MCTI data with 2009 program evaluation reports associated with the MCTI program through our vendor (Michigan State University).

Attachment 6.3: Quality, Scope, and Extent of Supported
Employment Services

MRS plans to offer a variety of supported employment services to persons with the most significant disabilities throughout the state. Agreements with schools and community mental health service providers continue to form the basis of most supported employment services. Services through these agreements include, but are not limited to individual community based placement, psychosocial rehabilitation via clubhouse programs, job coaching, job referral, job development, job placement, and long-term follow along. Some programs include enclaves and short-term trial work experiences to assist the consumer in making an informed choice in selecting a vocational goal. Person centered planning is typically used to assist individuals referred by mental health programs in selecting an employment goal, services and service providers selecting an employment goal, services and service providers that are needed to reach the person's supported employment goal.

MRS and the state Department of Community Health (DCH), and local Community Mental Health providers, work together to organize, plan, deliver, and fund supported employment as one method to strengthen vocational program options for persons with the most significant disabilities. MRS and DCH collaborated in the development of a "Guidelines for Supported Employment" document in 1998. This document provides guidance to local MRS and Mental Health agency partners in developing and implementing supported employment for mutual customers. The guidelines identify federal standards for supported employment programs provided by MRS, and procedures for the coordination of services, in particular, the transition to extended support services after MRS services are provided. The interagency agreement prescribes that the transition from MRS services to extended services occur when the worker has stabilized in employment (When job coaching is utilized 25% or less time for the worker), and the worker has substantially met the goal for the number of hours of employment identified in the IPE. MRS policies for Supported Employment were updated in FY 2005. The "Guidelines for Supported Employment" are in the process of being reviewed by MRS and the Department of Community Health (DCH) for possible updating. In addition, MRS and DCH are developing guidance regarding evidence based practice approaches to supported employment for individuals with severe mental illness.

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State agency field offices will continue to implement transitional employment approaches in local partnership agreements with community mental health and school programs.

Specific strategies and support services are used for students with the most significant disabilities, such as longer job coach utilization and assistive technology. Michigan Rehabilitation Services, Department of Education, Special Education and Early Intervention Services, and the Department of Community Health, Mental Health and Substance Abuse Services Division, continue their collaboration to improve supported employment resources for youth at state and local levels.

In FY 2007, \$733,752 Title VI-B funds were spent, representing approximately 31% of all funds expended on supported employment that year. The remaining funds came from Title I, for a total of \$2,393,055 expended. MRS expects to spend similar sums in FY 2008. Persons with intellectual and developmental disabilities continue to comprise the largest group served, followed by persons with mental illness. Over 2193 individuals were provided supported employment services in 2007. We expect comparable volume of service in FY 2009.